

GOVERNMENT OF INDIA
MINISTRY OF CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION
DEPARTMENT OF CONSUMER AFFAIRS

RAJYA SABHA
UNSTARRED QUESTION No. 1315
TO BE ANSWERED ON 11.03.2025

CONSUMER COURTS IN THE COUNTRY

1315. DR. M. THAMBIDURAI

Will the Minister of CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION be pleased to state:

- (a) whether the consumer courts exist in all the States of the country;
- (b) if so, the details of the number and location of the consumer courts in the country, especially in the State of Tamil Nadu;
- (c) whether it is a fact that most of the citizens are unaware of their existence and the rights of the citizens to file complaints in the consumer courts; and
- (d) if so, the details of their rights and the manner in which the people are sensitized about the same?

ANSWER

THE MINISTER OF STATE, CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION
(SHRI B. L. VERMA)

(a) & (b) : Department of Consumer Affairs is continuously working for consumer protection and empowerment of consumers by enactment of progressive legislations. With a view to modernize the framework governing the consumer protection in the new era of globalization, technologies, e-commerce markets etc. Consumer Protection Act, 1986 was repealed and Consumer Protection Act, 2019 was enacted.

The Consumer Protection Act, 2019 provides for a three tier quasi-judicial machinery at District, State and Central levels commonly known as "Consumer Commissions" for protection of the rights of consumers and to provide simple and speedy redressal of consumer disputes including those related with unfair trade practices. The Consumer Commissions are empowered to give relief of a specific nature and award compensation to consumers, wherever appropriate.

At present, there is one National Consumer Disputes Redressal Commission at the national level and thirty five State Consumer Disputes Redressal Commissions at the state level. The number of District Consumer Disputes Redressal Commissions (State-wise) is at Annexure.

- (c) & (d) : Under the provisions of Section 2 (9) of the Consumer Protection Act, 2019, the "consumer rights" includes :
- (i) the right to be protected against the marketing of goods, products or services which are hazardous to life and property;
 - (ii) the right to be informed about the quality, quantity, potency, purity, standard and price of goods, products or services, as the case may be, so as to protect the consumer against unfair trade practices;
 - (iii) the right to be assured, wherever possible, access to a variety of goods, products or services at competitive prices;
 - (iv) the right to be heard and to be assured that consumer's interests will receive due consideration at appropriate fora;
 - (v) the right to seek redressal against unfair trade practice or restrictive trade practices or unscrupulous exploitation of consumers; and
 - (vi) the right to consumer awareness;

The Department of Consumer Affairs has been generating consumer awareness by undertaking country-wide multimedia awareness campaigns under the aegis of "Jago Grahak Jago" to reach out to every consumer across the country by utilizing traditional media like All India Radio, Doordarshan, fairs & festivals, etc. as well as social media. Through simple messages and jingles, consumers are made aware about the consumer rights, unfair trade practices, consumer issues and the mechanism to seek redressal. The Department has also been releasing grant-in-aid to States/UTs for generating consumer awareness at local level.

ANNEXURE REFERRED TO IN REPLY TO PARTS (a) & (b) OF THE RAJYA SABHA UNSTARRED QUESTION NO. 1315 TO BE ANSWERED ON 11.03.2025 REGARDING CONSUMER COURTS IN THE COUNTRY.

S. No.	Name of State/UT	No. of District Commissions
1.	A&N Island (UT)	1
2.	Andhra Pradesh	17
3.	Arunachal Pradesh	25
4.	Assam	23
5.	Bihar	38
6.	Chandigarh (UT)	2
7.	Chhattisgarh	27
8.	D&N Haveli and D&D (UT)	1
9.	Delhi (UT)	10
10.	Goa	2
11.	Gujarat	43
12.	J&K (UT)	10
13.	Kerala	14
14.	Lakshadweep (UT)	1
15.	Haryana	22
16.	Himachal Pradesh	12
17.	Jharkhand	24
18.	Karnataka	33
19.	Madhya Pradesh	48
20.	Maharashtra	40
21.	Manipur	3
22.	Meghalaya	7
23.	Mizoram	11
24.	Nagaland	11
25.	Odisha	30
26.	Puducherry (UT)	1
27.	Punjab	23
28.	Rajasthan	37
29.	Sikkim	6
30.	Tamil Nadu	32
31.	Telangana	12
32.	Tripura	4
33.	Uttarakhand	13
34.	Uttar Pradesh	79
35.	West Bengal	23
Total		685
