

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

**RAJYA SABHA  
UNSTARRED QUESTION No. 2917  
TO BE ANSWERED ON 19.08.2025**

**ASSESSMENT OF EFFICIENCY AND FUNCTIONING OF THE NCDRC**

2917. SHRI K.R. SURESH REDDY

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

- (a) whether Government has conducted any recent assessment of the efficiency and case disposal rate of the National Consumer Disputes Redressal Commission (NCDRC), if so, the details thereof;
- (b) the details of the total number of pending cases in the NCDRC as of June 2025, along with a comparative figure for the last three years;
- (c) the average time taken for resolution of cases at the NCDRC over the last three years;
- (d) whether there is a shortage of judicial and administrative staff in the NCDRC, if so, the details thereof; and
- (e) the steps being taken by Government to improve infrastructure, digitisation and timely justice at NCDRC?

**ANSWER**

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

(a) to (e) : 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in the new era of globalization, technologies, e-commerce markets etc., the Consumer Protection Act, 1986 was repealed and Consumer Protection Act, 2019 was enacted.

Salient features of the new Consumer Protection Act, 2019 are establishment of a Central Consumer Protection Authority (CCPA); simplification of the adjudication process in the Consumer Commissions such as enhancing pecuniary jurisdiction of the Consumer Commissions, online filing of complaint from the Consumer Commission having jurisdiction over the place of work/residence of the consumer irrespective of the place of transaction, videoconferencing for hearing, deemed admissibility of complaints if admissibility is not decided within 21 days of filing; provision of product liability; penal provisions for manufacture/sale of adulterated products/spurious goods; provision for making rules for prevention of unfair trade practice in e-commerce and direct selling.

The Consumer Protection Act, 2019 provides for a three tier quasi-judicial machinery at District, State and National level 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.

The National Consumer Disputes Redressal Commission (NCDRC), established in 1988, functions as India’s apex quasi-judicial authority for resolving consumer disputes. The NCDRC, headquartered in New Delhi, handles complaints where the value of goods or services involved exceeds ₹2 crore and also retains appellate and revisional jurisdiction over orders from State Commissions and District Commissions. At present, there is one President and nine Members in the NCDRC. The total number of consumer cases pending in NCDRC till 30<sup>th</sup> June, 2025 is 19,405. The consumer cases filed and disposed by the NCDRC since last three years are as follows :-

<b>Filing Year</b>	<b>Cases filed during the year</b>	<b>Cases disposed during the year (also includes the cases disposed which were filed in the previous years)</b>	<b>Disposal rate</b>
2022	3,655	4,054	110.92%
2023	5,816	6,125	105.31%
2024	4,546	6,953	152.95%
2025 (till 30 <sup>th</sup> June)	1,767	2,171	122.86%
<b>Total</b>	<b>15,784</b>	<b>19,303</b>	<b>122.29%</b>

Further, as per Section 38 (7) of the Consumer Protection Act, 2019, every complaint shall be disposed of as expeditiously as possible and endeavour shall be made to decide the complaint within a period of three months from the date of receipt of notice by opposite party where the complaint does not require analysis or testing of commodities and within five months, if it requires analysis or testing of commodities.

To serve the interest of speedy justice to the end consumers, Consumer Protection Act states that no adjournment shall ordinarily be granted by the consumer commissions unless sufficient cause is shown and the reasons for grant of adjournment have been recorded in writing by the Commission.

Under “Computerization & Computer Networking of Consumer Commissions” (CONFONET) scheme, VC equipment for conducting hearing through video conferencing mode have been installed and made functional at 10 benches of the National Consumer Disputes Redressal Commission (NCDRC) and 35 benches of State Consumer Disputes Redressal Commissions (SCDRCs), considering the geographical spread of consumer commissions and the difficulties faced by consumers in attending hearings due to distance, time and cost implications. This initiative is in sync with the digital transformation of the Indian legal system bringing the justice at the doorstep of the consumer.

Further, e-Jagriti portal has been developed to enhance consumer grievance redressal through a micro-service architecture, Artificial Intelligence / Machine Learning integration and latest features like faceless onboarding and role-based dashboards. It unifies existing applications (OCMS, e-Daakhil, NCDRC CMS, CONFONET application) into a single, scalable system that significantly benefit consumers by enabling them to file complaints seamlessly from anywhere, anytime, with multi-lingual support. The integrated platform streamlines the grievance redressal process, offering faster resolution and enhanced transparency.

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