

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

**RAJYA SABHA
UNSTARRED QUESTION No. 2922
TO BE ANSWERED ON 19.08.2025**

PENDING CASES IN THE CONSUMER DISPUTES REDRESSAL COMMISSIONS

2922. SMT. PRIYANKA CHATURVEDI

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

- (a) whether Government is aware of the increasing number of pending cases before the State and District Consumer Disputes Redressal Commissions across the country and if so, the measures undertaken or proposed to expedite the disposal of such cases;
- (b) whether the Ministry has taken steps to fill the growing number of vacancies in the posts of Presidents and Members in the State and District Commissions and if so, the details of such action taken;
- (c) whether the Ministry has identified any trends contributing to the backlog of cases or vacancies in specific States; and
- (d) if so, the details thereof, including the State-wise data for pending cases and unfilled positions?

ANSWER

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

(a) to (d) : 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in the new era of globalization, technologies, e-commerce markets etc., the Consumer Protection Act, 1986 was repealed and Consumer Protection Act, 2019 was enacted.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 details of consumer cases filed and disposed by the consumer commissions since last three years are at **Annexure-I**.

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.

Besides providing VC facilities to 10 benches of the National Consumer Disputes Redressal Commission (NCDRC) and 35 benches of State Consumer Disputes Redressal Commissions (SCDRCs), an 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.

At present, there are two vacancies of members in National Consumer Disputes Redressal Commission. The details of existing vacancies in State and District Consumer Disputes Redressal Commission are at **Annexure-II**.

Under the provisions of the Consumer Protection Act, 2019, it is the responsibility of the State Governments to fill up the vacancies of President and Members in the State Commissions and District Commissions. Further, as per Rule 6(4) of the Consumer Protection (Qualification for appointment, method of recruitment, procedure of appointment, term of office, resignation and removal of the President and members of the State Commission and District Commission) Rules, 2020, the process of appointments shall be initiated by the State Government atleast 6 months before the vacancy arises. Also, the Central Government has been continuously taking up with the State Governments/UT Administrations for expeditious filling up of the existing and anticipated vacancies of President and Members of the Consumer Commissions.

As per Section 32 of the Consumer Protection Act, 2019, if, at any time, there is a vacancy in the office of the President or Member of the District Commission, the State Government may, by notification, direct -

- a) any other District Commission specified in that notification to exercise the jurisdiction in respect of that district also; or
- b) the President or a member of any other District Commission specified in that notification to exercise the powers and discharge the functions of the President or member of that District Commission also.

ANNEXURE REFERRED TO IN REPLY TO PARTS (a) to (d) OF THE RAJYA SABHA UNSTARRED QUESTION NO. 2922 TO BE ANSWERED ON 19.08.2025 REGARDING PENDING CASES IN THE CONSUMER DISPUTES REDRESSAL COMMISSIONS.

S. No	State / UT Name	2022		2023		2024		2025 (upto 24 th July)	
		Filed	Disposed (also includes the cases disposed which were filed in the previous years)	Filed	Disposed (also includes the cases disposed which were filed in the previous years)	Filed	Disposed (also includes the cases disposed which were filed in the previous years)	Filed	Disposed (also includes the cases disposed which were filed in the previous years)
1	NCDRC	3,655	4,054	5,816	6,125	4,546	6,953	1,856	2,370
STATES									
1.	ANDHRA PRADESH	2,678	3,372	3,398	3,942	3,434	2,672	1,802	1,044
2.	ARUNACHAL PRADESH	25	19	39	30	40	26	10	11
3.	ASSAM	554	608	553	511	552	552	252	212
4.	BIHAR	5,277	3,047	4,279	4,874	3,928	3,293	1,591	1,340
5.	CHHATTISGARH	2,829	2,356	3,403	4,662	3,077	4,817	1,527	2,241
6.	GOA	177	178	219	365	285	231	161	107
7.	GUJARAT	14,676	16,143	17,634	17,226	18,152	12,583	8,239	5,509
8.	HARYANA	11,959	9,002	13,251	11,795	13,214	9,674	6,690	4,532
9.	HIMACHAL PRADESH	2,267	1,796	2,415	2,104	2,280	2,154	1,277	820
10.	JHARKHAND	1,923	2,106	1,703	2,028	1,389	1,387	503	427
11.	KARNATAKA	9,035	11,939	10,435	12,538	11,872	10,244	5,323	4,890
12.	KERALA	6,121	7,198	8,473	6,700	12,003	6,778	5,401	4,101
13.	MADHYA PRADESH	16,340	21,091	11,976	18,309	10,624	14,885	4,938	6,369
14.	MAHARASHTRA	22,607	16,757	18,523	7,632	15,918	14,939	7,245	4,940
15.	MANIPUR	74	60	50	62	91	35	62	41
16.	MEGHALAYA	67	186	55	60	68	50	31	21
17.	MIZORAM	67	108	64	53	99	67	74	25
18.	NAGALAND	15	16	14	15	28	3	13	2
19.	ODISHA	4,105	5,206	5,924	7,174	5,844	4,911	2,347	1,716
20.	PUNJAB	8,151	8,173	6,966	8,652	8,536	6,815	3,420	3,058
21.	RAJASTHAN	14,812	11,491	13,662	12,341	12,397	10,741	5,754	5,028
22.	SIKKIM	27	10	56	26	87	29	8	1
23.	TAMIL NADU	7,086	10,026	7,348	9,079	8,224	7,494	3,187	2,324
24.	TELANGANA	4,378	5,390	3,972	4,571	4,405	3,974	1,823	1,477
25.	TRIPURA	512	596	225	256	243	162	109	63
26.	UTTARAKHAND	2,217	2,224	1,102	929	709	548	464	1,185
27.	UTTAR PRADESH	20,428	25,782	19,023	25,657	17,733	19,630	9,104	7,554
28.	WEST BENGAL	6,353	7,080	5,692	6,743	5,009	3,915	1,906	1,515
UNION TERRITORIES									
1	ANDAMAN AND NICOBAR ISLANDS	23	36	8	2	11	1	5	1
2	CHANDIGARH	2,135	1,655	1,782	2,625	1,741	1,902	805	554
3	D&N HAVELI AND D&D	19	2	31	0	19	0	0	0
4	DELHI	5,031	5,106	6,063	8,545	6,418	6,525	2,017	1,983
5	JAMMU AND KASHMIR	12	0	31	3	46	160	4	0
6	LADAKH	0	0	0	0	0	0	0	0
7	LAKSHADWEEP	0	0	4	0	2	2	0	0
8	PUDUCHERRY	45	55	95	145	157	169	83	76
	Total	175,680	182,868	174,284	185,779	173,181	158,321	78,031	65,537

ANNEXURE REFERRED TO IN REPLY TO PARTS (a) to (d) OF THE RAJYA SABHA UNSTARRED QUESTION NO. 2922 TO BE ANSWERED ON 19.08.2025 REGARDING PENDING CASES IN THE CONSUMER DISPUTES REDRESSAL COMMISSIONS.

S. No	State / UT Name	State Commission		District Commission	
		Vacant posts of President	Vacant posts of Member	Vacant posts of President	Vacant posts of Member
STATES					
1	Andhra Pradesh	1	2	5	3
2	Arunachal Pradesh	1	2	0	41
3	Assam	0	3	6	18
4	Bihar	0	1	23	41
5	Chhattisgarh	0	3	7	20
6	Goa	1	2	0	0
7	Gujarat	1	3	31	56
8	Kerala	0	2	2	5
9	Haryana	0	0	2	7
10	Himachal Pradesh	0	0	0	9
11	Jharkhand	1	3	6	13
12	Karnataka	0	7	15	13
13	Madhya Pradesh	0	3	5	34
14	Maharashtra	0	3	12	24
15	Manipur	1	1	0	1
16	Meghalaya	0	2	0	1
17	Mizoram	1	1	0	3
18	Nagaland	0	0	0	10
19	Odisha	1	0	17	44
20	Punjab	0	2	5	14
21	Rajasthan	0	0	1	21
22	Sikkim	1	2	0	0
23	Tamil Nadu	0	4	4	18
24	Telangana	1	0	3	3
25	Tripura	1	0	0	1
26	Uttarakhand	1	1	9	2
27	Uttar Pradesh	1	1	37	77
28	West Bengal	0	5	17	16
UNION TERRITORIES					
1.	Andaman and Nicobar Islands	1	0	0	2
2.	Chandigarh	0	1	0	1
3.	D&N Haveli and D&D	1	2	1	1
4.	Delhi	0	1	2	5
5.	Jammu & Kashmir	1	1	6	11
6.	Ladakh	1	2	2	3
7.	Lakshadweep	0	0	0	0
8.	Puducherry	1	2	0	0
Total		18	62	218	518