

**Government of India**  
**Ministry of Consumer Affairs, Food and Public Distribution**  
**Department of Consumer Affairs**

**RAJYA SABHA**

**STARRED QUESTION NO. \*182**

TO BE ANSWERED ON 10.03.2026

**VACANCIES AND BACKLOGS IN CONSUMER COMMISSIONS**

182. SHRI VIVEK K. TANKHA:

Will the MINISTER OF CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION be pleased to state:

- (a) the sanctioned strength and current vacancies of Presidents and Members across National, State and District Consumer Commissions;
- (b) the number of pending consumer cases before the National, State and District Consumer Commissions, State-wise, given that fresh filings in 2025 have outpaced disposals; and
- (c) the concrete steps and timelines fixed to fill these vacancies and reduce pendency?

**ANSWER**

THE MINISTER OF CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION  
(SHRI PRALHAD JOSHI)

(a) to (c) : A Statement is laid on the Table of the House.

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**STATEMENT REFERRED IN REPLY TO PARTS (a) TO (c) OF RAJYA SABHA STARRED QUESTION NO.\*182 FOR 10.03.2026 REGARDING VACANCIES AND BACKLOGS IN CONSUMER COMMISSIONS ASKED BY SHRI VIVEK K. TANKHA:**

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

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.

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.

The details of sanctioned strength and existing vacancies of the Presidents and Members in National, State and District Consumer Disputes Redressal Commissions 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. The details regarding the number of consumer cases filed, disposed and pending (since inception) before the National, State and District Consumer Disputes Redressal Commissions (State-wise) are at **Annexure II**.

The Department has launched “e-Jagriti” portal on 1st January, 2025, which aims to enhance consumer grievance redressal through Artificial Intelligence / Machine Learning integration and modern features like faceless onboarding and role-based dashboards. It unifies existing applications (OCMS, e-Daakhil, NCDRC CMS, CONFONET) into a single, scalable platform, allowing users to file complaints seamlessly from anywhere with multilingual support. The portal is designed to provide a convenient, transparent and efficient means for consumers to seek redressal by enabling online complaint filing, digital submission of documents, online payment of fees and also supports virtual courtrooms, enabling the hearing of cases remotely and ensuring faster disposal while reducing dependency on physical infrastructure. These features address bottlenecks like geographical barriers, scheduling conflicts and manual interventions. Further, VC equipment for conducting hearing through video conferencing mode has already 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).

e-Jagriti has reduced reliance on physical proceedings and has accelerated justice delivery. The National Consumer Disputes Redressal Commission (NCDRC) and Consumer Commissions in 12 States / UTs have achieved disposal rates above 100% after July, 2025. In 2025, 1,62,474 cases were filed and 1,50,197 disposed of, that outperformed the disposal rate of the year 2024. Also, 679 Non-Resident Indians (NRIs) registered their complaints using e-Jagriti portal from abroad till 28<sup>th</sup> February, 2026.

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S. No.	Commission	President		Member	
		Sanctioned Post	Vacant Post	Sanctioned Post	Vacant Post
1.	National Consumer Disputes Redressal Commission	1	0	11	2

S. No.	Commission	State Consumer Disputes Redressal Commission (SCDRC)				District Consumer Disputes Redressal Commission (DCDRC)			
		President		Member		President		Member	
		Sanctioned Post	Vacant Post	Sanctioned Post	Vacant Post	Sanctioned Post	Vacant Post	Sanctioned Post	Vacant Post
1.	A&N Island (UT)	1	1	4	0	1	0	2	2
2.	Andhra Pradesh	1	1	4	2	17	3	34	3
3.	Arunachal Pradesh	1	1	2	2	27	0	36	17
4.	Assam	1	1	4	3	23	6	46	15
5.	Bihar	1	0	4	3	38	30	76	57
6.	Chandigarh (UT)	1	0	4	1	2	0	4	0
7.	Chhattisgarh	1	0	4	4	23	13	54	22
8.	D&N Haveli and D&D (UT)	1	1	4	3	1	1	2	1
9.	Delhi (UT)	1	0	4	2	10	2	20	5
10.	Goa	1	1	4	2	2	0	4	0
11.	Gujarat	1	1	8	3	43	31	86	58
12.	Haryana	1	0	4	1	22	4	44	8
13.	Himachal Pradesh	1	0	2	0	4	0	24	9
14.	J&K (UT)	1	1	4	1	10	6	20	10
15.	Jharkhand	1	1	4	4	24	21	48	41
16.	Karnataka	1	0	8	7	33	15	66	13
17.	Kerala	1	0	4	3	14	12	28	26
18.	Ladakh (UT)	1	1	2	2	2	2	4	3
19.	Lakshadweep (UT)	1	1	4	0	1	1	2	0
20.	Madhya Pradesh	1	0	5	4	25	6	102	35
21.	Maharashtra	1	0	11	3	41	12	82	24
22.	Manipur	1	1	4	2	3	0	6	6
23.	Meghalaya	1	0	4	0	7	0	14	1
24.	Mizoram	1	1	4	2	10	1	22	10
25.	Nagaland	1	0	2	0	16	0	32	10
26.	Odisha	1	1	4	0	31	18	62	42
27.	Puducherry (UT)	1	1	4	2	1	0	2	0
28.	Punjab	1	1	4	2	23	7	46	15
29.	Rajasthan	1	0	10	1	45	10	90	37
30.	Sikkim	1	1	4	2	6	0	12	0
31.	Tamilnadu	1	0	5	5	30	7	64	18
32.	Telangana	1	0	4	0	12	2	24	1
33.	Tripura	1	1	2	0	4	0	8	3
34.	Uttarakhand	1	1	4	1	13	9	26	3
35.	Uttar Pradesh	1	0	8	7	79	22	158	37
36.	West Bengal	1	0	10	5	26	19	52	24
<b>Total</b>		<b>36</b>	<b>19</b>	<b>167</b>	<b>79</b>	<b>669</b>	<b>260</b>	<b>1402</b>	<b>556</b>

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<b>Sl. No.</b>	<b>Commission</b>	<b>Filed</b>	<b>Disposed</b>	<b>Pending</b>
<b>National Consumer Disputes Redressal Commission (NCDRC)</b>				
1.	NCDRC	111857	94918	16939
<b>State Consumer Disputes Redressal Commission (SCDRC)</b>				
1.	ANDAMAN AND NICOBAR ISLANDS	557	484	73
2.	ANDHRA PRADESH	65729	58759	6970
3.	ARUNACHAL PRADESH	751	707	44
4.	ASSAM	7440	5081	2359
5.	BIHAR	48513	25583	22930
6.	CHANDIGARH	39605	36951	2654
7.	CHHATTISGARH	71954	64925	7029
8.	THE DADRA AND NAGAR HAVELI AND DAMAN AND DIU	189	116	73
9.	DELHI	100465	76495	23970
10.	GOA	5918	5449	469
11.	GUJARAT	328644	280471	48173
12.	HARYANA	142005	103526	38479
13.	HIMACHAL PRADESH	38322	33552	4770
14.	JAMMU AND KASHMIR	6525	1070	5455
15.	JHARKHAND	19627	13565	6062
16.	KARNATAKA	261128	241168	19960
17.	KERALA	141772	111611	30161
18.	LADHAKH	0	0	0
19.	LAKSHADWEEP	45	39	6
20.	MADHYA PRADESH	210855	177752	33103
21.	MAHARASHTRA	396372	310903	85469
22.	MANIPUR	1231	1028	203
23.	MEGHALAYA	1708	1602	106
24.	MIZORAM	960	857	103
25.	NAGALAND	232	143	89
26.	ODISHA	61738	43660	18078
27.	PUDUCHERRY	1399	1092	307
28.	PUNJAB	180594	164589	16005
29.	RAJASTHAN	227262	175300	51962
30.	SIKKIM	359	268	91
31.	TAMIL NADU	84599	72154	12445
32.	TELANGANA	87344	78314	9030
33.	TRIPURA	2908	2459	449
34.	UTTARAKHAND	21192	17094	4098
35.	UTTAR PRADESH	335581	241805	93776
36.	WEST BENGAL	105007	86527	18480
	<b>Total</b>	<b>3110387</b>	<b>2530017</b>	<b>580370</b>