

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

**RAJYA SABHA**  
**UNSTARRED QUESTION No. 3571**  
TO BE ANSWERED ON 24.03.2026

**PENDING CASES BEFORE CONSUMER DISPUTES REDRESSAL COMMISSIONS**

3571. SHRI ABDUL WAHAB

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

- (a) the total number of pending cases before District, State and National Consumer Disputes Redressal Commissions, State/UT-wise for the last five years;
- (b) the details of sanctioned strength and existing vacancies of Presidents and Members in these Commissions;
- (c) whether Government has taken note of delays caused by understaffing and inadequate infrastructure;
- (d) the status of enforcement of orders passed by Consumer Commissions; and
- (e) the steps taken or proposed to fill vacancies, strengthen infrastructure and ensure timely disposal and effective implementation of consumer protection orders?

**ANSWER**

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

- (a) : The details of the consumer cases filed and disposed by the Consumer Commissions (State/UT-wise) for the last five years are at **Annexure I**.
- (b) : 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 the Consumer Commissions (State/UT-wise) are at **Annexure II**.

(c) to (e) : As per Section 71 of the Consumer Protection Act, 2019, every order made by a District Commission, State Commission or the National Commission shall be enforced by it in the same manner as if it were a decree made by a Court in a suit before it and the provisions of Order XXI of the First Schedule to the Code of Civil Procedure, 1908 shall, as far as may be, applicable, subject to the modification that every reference therein to the decree shall be construed as reference to the order made under this Consumer Protection Act, 2019.

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 responsibility for establishment of Consumer Commissions in the States as well as providing all necessary infrastructure for their effective functioning rests with the State Governments. However, the Central Government has been extending financial assistance under the Strengthening of Consumer Commissions (SCC) Scheme to the State Governments to meet the gaps in resources for ensuring a basic minimum infrastructure (both building and non-building) required for the effective functioning of the Consumer Commissions and for honouring the shared responsibility of consumer protection.

Under the SCC scheme, the Central Government's assistance for building purposes, is limited to creation of built up area of 5,000 square feet in respect of a District Commission building and 11,000 square feet in respect of a State Commission building, which include 1000 square ft. for construction of a Mediation Centre (both for State Commission and District Commission).

Assistance for non-building assets is released within the overall cost ceiling of Rs. 25.00 lakh in respect of a State Commission and Rs. 10.00 lakh in respect of a District Commission, irrespective of the location of the Consumer Commission.

The Department of Consumer Affairs also administers a scheme titled "Computerization & Computer Networking of Consumer Commissions" (CONFONET), under which, IT infrastructure of consumer commissions is strengthened by way of providing computer hardware, software and technically skilled manpower. Under this scheme, VC equipment for conducting hearing through video conferencing mode has 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).

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**ANNEXURE REFERRED TO IN REPLY TO PART (a) OF RAJYA SABHA UNSTARRED QUESTION NO. 3571 FOR 24.03.2026 REGARDING PENDING CASES BEFORE CONSUMER DISPUTES REDRESSAL COMMISSIONS.**

Sl. No.	Year State Name	2021		2022		2023		2024		2025	
		Number of Cases		Number of Cases		Number of Cases		Number of Cases		Number of Cases	
		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)	Filed	Disposed (also includes the cases disposed which were filed in the previous years)
1.	NCDRC	2697	1965	3655	4054	5816	6125	4546	6953	3402	4908
2.	ANDAMAN AND NICOBAR ISLANDS	21	24	23	36	8	2	11	1	11	2
3.	ANDHRA PRADESH	1648	471	2678	3372	3398	3942	3434	2672	3563	2618
4.	ARUNACHAL PRADESH	14	9	25	19	39	30	40	26	26	26
5.	ASSAM	335	213	554	608	553	511	552	552	513	408
6.	BIHAR	2745	808	5277	3047	4279	4874	3928	3293	3268	3153
7.	CHANDIGARH	2149	1180	2135	1655	1782	2625	1741	1902	1406	1810
8.	CHHATTISGARH	3464	2147	2829	2356	3403	4662	3077	4817	2791	4032
9.	DELHI	4053	1778	5031	5106	6063	8545	6418	6525	5574	5204
10.	DADRA AND NAGAR HAVELI AND DAMAN AND DIU	12	0	19	2	31	0	19	0	0	0
11.	GOA	271	183	177	178	219	365	285	231	288	213
12.	GUJARAT	14944	9751	14676	16143	17634	17226	18152	12583	18280	12553
13.	HARYANA	10364	4567	11959	9002	13251	11795	13214	9674	12385	9676
14.	HIMACHAL PRADESH	1038	811	2267	1796	2415	2104	2280	2154	2280	1845
15.	JHARKHAND	678	76	1923	2106	1703	2028	1389	1387	1261	880
16.	JAMMU & KASHMIR	0	0	12	0	31	3	46	160	317	84
17.	KARNATAKA	7066	7968	9035	11939	10435	12538	11872	10244	10630	10923
18.	KERALA	4974	3719	6121	7198	8473	6700	12003	6778	12018	8130
19.	LAKSHADWEEP	0	0	0	0	4	0	2	2	2	0
20.	MADHYA PRADESH	17449	9158	16340	21091	11976	18309	10624	14885	10548	13800
21.	MAHARASHTRA	20987	13073	22607	16757	18523	7632	15918	14939	16434	14937
22.	MANIPUR	30	18	74	60	50	62	91	35	127	91
23.	MEGHALAYA	31	20	67	186	55	60	68	50	56	60
24.	MIZORAM	56	113	67	108	64	53	99	67	125	55
25.	NAGALAND	21	3	15	16	14	15	28	3	23	14
26.	ODISHA	3426	2562	4105	5206	5924	7174	5844	4911	5631	3948
27.	PUDUCHERRY	48	2	45	55	95	145	157	169	172	174
28.	PUNJAB	8478	8821	8151	8173	6966	8652	8536	6815	6206	7280
29.	RAJASTHAN	14775	11341	14812	11491	13662	12341	12397	10741	11975	12473
30.	SIKKIM	16	19	27	10	56	26	87	29	20	1
31.	TAMIL NADU	2485	1231	7086	10026	7348	9079	8224	7494	8356	7359
32.	TELANGANA	3533	2566	4378	5390	3972	4571	4405	3974	3605	3300
33.	TRIPURA	270	182	512	596	225	256	243	162	286	122
34.	UTTARAKHAND	1659	1327	2217	2224	1102	929	709	548	939	1807
35.	UTTAR PRADESH	14988	13414	20428	25782	19023	25657	17733	19630	16550	15751
36.	WEST BENGAL	4687	2219	6353	7080	5692	6743	5009	3915	3828	2944
<b>Total</b>		<b>149412</b>	<b>101739</b>	<b>175680</b>	<b>182868</b>	<b>174284</b>	<b>185779</b>	<b>173181</b>	<b>158321</b>	<b>162896</b>	<b>150581</b>

**ANNEXURE -II**

**ANNEXURE REFERRED TO IN REPLY TO PART (b) OF RAJYA SABHA UNSTARRED QUESTION NO. 3571 FOR 24.03.2026 REGARDING PENDING CASES BEFORE CONSUMER DISPUTES REDRESSAL COMMISSIONS.**

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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