

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

RAJYA SABHA
UNSTARRED QUESTION No. 2596
TO BE ANSWERED ON 11.08.2026

CONSUMER CASES IN ANDHRA PRADESH

2596. SHRI GOLLA BABURAO:

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

- (a) what are the reasons as to why consumer cases in Andhra Pradesh have gone up from 2,678 in 2022 to 3,434 at present, in spite of bringing/amending Consumer Protection Act.
- (b) the details of vacancies at the State Commission and the District Commissions lying vacant in Andhra Pradesh; and
- (c) how the Union Government will ensure that the above posts in those commissions are filled and number of cases come down to an acceptable level?

ANSWER

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

(a) to (c) : As per Section 38 (7) of the Consumer Protection Act, 2019, every complaint shall be disposed of as expeditiously as possible and endeavor 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 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, it's the responsibility of the State Governments to provide for staff in the State Commissions and District 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.

In the State Consumer Disputes Redressal Commission, Andhra Pradesh, against the sanctioned strength of 1 President and 4 Members, only the posts of 1 President and 1 Member are presently vacant. At the District Consumer Disputes Redressal Commissions (DCDRCs), all 17 President posts have been filled and only 1 Member post is vacant against the sanctioned strength of 17 Presidents and 34 Members.

During the last 5 years (2021 to 2025), a total of 14,721 consumer cases were filed before the Consumer Disputes Redressal Commissions in Andhra Pradesh and 13,075 cases (approx. 89%) were disposed of.

The increase in the number of consumer cases filed before the Consumer Disputes Redressal Commissions in Andhra Pradesh reflects greater awareness among consumers of their rights and the enhanced confidence in the consumer dispute redressal system. The Government is undertaking extensive consumer awareness initiatives under the flagship "Jago Grahak Jago" campaign to educate consumers about their rights and protect them from fraud, deceptive marketing practices and substandard products. Consumer awareness messages are disseminated through multimedia platforms, including All India Radio, NFDC, CBC, IRCTC, MyGov and official social media handles. The Department also conducts IVRS and SMS campaigns in English, Hindi and nine regional languages, with focused outreach in North-Eastern States and SC/ST-dominated areas, besides providing grant-in-aids to States/UTs for localized awareness programmes. Further, the Department regularly disseminates information through digital creatives, audio-visual content and public awareness campaigns on consumer rights, safe consumer practices, hallmarking, ISI certification, packaged commodities, misleading advertisements and grievance redressal mechanisms. Grassroots awareness is being strengthened through weekly capacity-building sessions with Panchayati Raj Institutions across all States/UTs, while participation in public events, cinema campaigns, AIR broadcasts and collaboration with MyGov has further expanded outreach, enabling consumers to make informed choices and seek timely redressal of grievances.
