

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

**LOK SABHA  
UNSTARRED QUESTION NO. 3449  
TO BE ANSWERED ON 6.12.2016**

**CONSUMER CASES IN UTTAR PRADESH**

3449. SHRI ANANTKUMAR HEGDE: SHRI BHAIRON PRASAD MISHRA: DR. P. VENUGOPAL: SHRIMATI VANAROJA R.: SHRI CHANDU LAL SAHU:

**(OIH)**

**Will the Minister of CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION उपभोक्ता मामले, खाद्य और सार्वजनिक वितरण मंत्री be pleased to state:**

- (a) whether even after 30 years of its enactment, the implementation of Consumer Act lies in tatters with low consumer rights awareness and dysfunctional consumer forums, if so, the details thereof along with the steps taken to ensure greater participation of consumers in the consumer movement;
- (b) whether the consumer forums are affected by lack of punctuality, infrastructure constraints funding and manpower, if so, the remedial steps proposed to be taken by the Government in this regard;
- (c) the number of cases filed in consumer courts in the country during the last three years, State/UT-wise including Chhattisgarh & Uttar Pradesh;
- (d) the number of consumer cases pending and discharged during the last three years, State/UT-wise along with the steps taken to expedite disposal of pending cases; and
- (e) whether there is any plan to set up a statutory watchdog body on the lines of SEBI to safeguard the rights of consumers, if so, the details thereof and if not, reasons therefor?

**ANSWER**

**उपभोक्ता मामले, खाद्य और सार्वजनिक वितरण राज्य मंत्री  
(श्री सी. आर. चौधरी)**

**THE MINISTER OF STATE  
CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION  
(SHRI C. R. CHAUDHARY)**

\*\*\*\*\*

(a): No Madam. The number of complaints filed in the three tier consumer Fora has risen over the years and has reached 46,71,770 since their inception, which is an indication of growing consumer awareness.

Further to spread the consumer movement in the country, the Department of Consumer Affairs has launched the 'Jago Grahak Jago' campaign for consumer awareness and has also been providing financial assistance to the Voluntary Consumer Organizations from the Consumer Welfare Fund for this purpose, among others.

(b): Under the provisions of the Consumer Protection Act, 1986 it is the responsibility of the State Governments to provide infrastructure and manpower to the State Consumer Disputes Redressal Commissions and the District Consumer Disputes Redressal Fora. The Central Government, however has been supplementing the efforts by providing financial assistance for strengthening the infrastructure of Consumer Fora in the States. In addition, the Central Government has also been sensitizing the States from time to time to take necessary measures for improving the functioning of the Consumer Fora.

The Hon'ble Supreme Court, based on the report of a Committee constituted by it to study the functioning of Consumer Fora in the country, has issued directions vide its order dated 21/11/2016 in Civil Appeal No. 2740/2007 containing certain measures for improving the functioning of the Fora.

(c) & (d): The number of cases filed and disposed of during the last three years state-wise, including Chhatisgarh and Uttar Pradesh is given in the **Annexure**.

With a view to dispose of the pendency, the National Commission has been holding Circuit Benches from time to time. Some of the State Commissions and District Forums are adopting the process of holding Lok Adalats for speedy disposal of the cases.

(e): In the Consumer Protection Bill, 2015, already introduced in Parliament, provision has been made for establishment of an executive agency, to be known as the Central Consumer Protection Authority, which will look into unfair trade practices and promote, protect and enforce the rights of consumers.

**STATEMENT REFERRED TO IN REPLY TO PARTS (c) and (d) OF LOK SABHA UNSTARRED QUESTION NO. 3449 FOR ANSWER ON 06.12.2016 REGARDING CONSUMER CASES IN UTTAR PRADESH**

---

**YEAR-WISE FILING & DISPOSAL IN NATIONAL COMMISSION & STATE COMMISSIONS**

	2013		2014		2015	
	Filed	Dispose	Filed	Dispose	Filed	Dispose
National Commission	7223	6602	6806	6668	5943	7259
Andhra Pradesh	1586	1467	1095	827	578	118
A & N Islands	2	2	2	0	3	1
Arunachal Pradesh	4	5	NA	NA	NA	NA
Assam	63	419	NA	NA	NA	NA
Bihar	597	325	NA	NA	NA	NA
Chandigarh	825	874	961	980	1047	894
Chattisgarh	695	491	842	909	726	887
D & N Haveli/Daman &Diu	0	0	NA	NA	NA	NA
Delhi	2173	1292	1295	1335	558	503
Goa	146	176	142	138	127	155
Gujrat	3365	6375	NA	NA	NA	NA
Haryana	1073	905	1389	841	1370	1177
Himachal Pradesh	1584	1673	1945	1700	1089	1132
Jammu & Kashmir	388	423	304	329	1359	712
Jharkhand	170	173	219	175	188	218
Karnataka	2054	3008	2087	1523	1910	648
Kerala	1198	731	NA	NA	NA	NA
Lakshadweep	1	0	0	NA	0	NA
Madhya Pradesh	2759	1793	2653	1069	1762	1473
Maharashtra	2756	2033	3412	1725	4485	853
Manipur	-	-	6	-	5	37
Meghalaya	NA	NA	NA	NA	NA	NA
Mizoram	8	5	9	3	4	1
Nagaland	4	3	15	0	10	44
Orissa	477	369	NA	NA	NA	NA
Pondicherry	7	7	23	14	NA	NA
Punjab	1636	3528	1923	2716	1673	2760
Rajasthan	2601	2312	2951	2024	3509	1779
Sikkim	7	5	6	7	NA	NA
Tamilnadu	988	593	734	765	1121	721
Telangana	223	126	301	31	229	8
Tripura	132	37	71	130	NA	NA
Uttar Pradesh	3572	4201	3137	4149	3453	3989
Uttarakhand	379	234	339	226	305	280
West Bengal	2520	1572	2827	1829	3213	2642

**YEAR-WISE FILING & DISPOSAL IN  
DISTRICT FORUMS**

States	2013		2014		2015	
	Filed	Disposed	Filed	Disposed	Filed	Disposed
Andhra Pradesh	3739	1149	1959	1062	1772	526
A & N Islands	30	31	30	50	14	17
Arunachal Pradesh	NA	NA	NA	NA	NA	NA
Assam	NA	NA	NA	NA	NA	NA
Bihar	3730	2239	NA	NA	NA	NA
Chandigarh	2157	2165	2078	2048	2178	2019
Chattisgarh	1801	1785	2270	1954	2447	1460
D & N Haveli/Daman & Diu	NA	NA	NA	NA	NA	NA
Delhi	7420	8226	8205	7739	3369	2690
Goa	208	294	214	276	199	198
Gujrat	8909	10003				
Haryana	7714	10740	6881	8696	7822	7803
Himachal Pradesh	2024	2313	1860	1981	1613	1718
Jammu & Kashmir	NA	NA	NA	NA	NA	NA
Jharkhand	1527	953	1296	1154	1374	1196
Karnataka	7703	6427	11113	6167	7848	6859
Kerala	6142	4770	NA	NA	NA	NA
Lakshadweep	2	NA	NA	NA	NA	NA
Madhya Pradesh	10430	11323	10330	8613	10774	8550
Maharashtra	9525	6914	13287	8486	14566	33724
Manipur	22	5	46	30	26	23
Meghalaya	NA	NA	NA	NA	NA	NA
Mizoram	60	8	56	53	33	21
Nagaland	NA	NA	NA	NA	NA	NA
Orissa	3240	2607	NA	NA	NA	NA
Pondicherry	56	18	92	99	NA	NA
Punjab	8417	10198	7589	8135	7885	7104
Rajasthan	22140	20879	21792	20606	22990	20497
Sikkim	16	14	22	23	NA	NA
Tamilnadu	3316	2498	2992	1858	2633	2180
Telangana	2058	1663	1977	1339	2133	738
Tripura	NA	NA	NA	NA	NA	NA
Uttar Pradesh	26073	26060	23156	24579	24026	24639
Uttarakhand	1430	1316	1421	1112	1376	1414
West Bengal	5896	5116	6396	5892	6192	5522