

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

**LOK SABHA
UNSTARRED QUESTION NO. 1897
TO BE ANSWERED ON 14.03.2017**

PENDING CASES WITH CONSUMER FORA

1897. COL. SONARAM CHOUDHARY: SHRI P. KUMAR:
(OIH)

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

- (a) whether the total number of cases pending before the consumer fora in the country is increasing if so, the details of the number of cases pending in such fora/in various courts of the country;
- (b) the details of the fresh measures taken by the Government to reduce pendency along with the further steps taken by the Government in this regard;
- (c) the main features of consumer protection laws in India;
- (d) whether the Government is taking/ proposes to take any concrete steps for carrying out digitization of public distribution system; and
- (e) if so, the details of the efforts made by the Government for carrying out digitization of public distribution system?

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) : The details of the number of cases pending in various consumer Fora in the country are given in the **Annexure**.

(b) : With a view to modernise the existing consumer protection legislation, the Government has already introduced the Consumer Protection Bill, 2015 in Parliament. The Bill seeks to provide, among others, measures for simplification of the adjudication process in the Consumer Fora.

(c) : The Consumer Protection Act has been enacted to better protect the interests of the consumers. The main features of the Act are:-

1. It enshrines six rights of consumers namely, Right to Safety; Right to be informed; Right to choose; Right to be heard; Right to seek redressal & Right to consumer education.
2. The provisions of the Act are in addition to and not in derogation of the provisions of any other law for the time being in force.
3. It covers all goods & services, and all modes of transaction.
4. It provides for setting up of Consumer Protection Councils at the Central, State, and District levels, which are advisory bodies to promote and protect the rights of the consumers.

5. The Act provides for establishing a three-tier quasi-judicial mechanism at the National, State and District levels, commonly known as the National Commission, State Commissions and District Fora, to provide for simple, inexpensive and speedy justice to the consumer disputes.
6. A consumer can seek redressal of his grievance in the appropriate Consumer Fora against any defective product or deficient service or any unfair trade practice, so long as the goods purchased or service availed of was for a consideration.
7. The provisions of the Act are not only compensatory in nature but also preventive and punitive in character.

(d) & (e) : The Department of Food & Public Distribution of the Ministry of Consumer Affairs, Food and Public Distribution, implements a plan scheme on “ End-to-end computerisation of TPDS operations” in all states/UTs in the Twelfth Five Year Plan on cost sharing basis, which comprises digitization of beneficiary database, online allocation of food grains, computerisation of supply chain management, grievance redressal mechanism and transparency portal. As for progress of the scheme, digitization of ration cards under NFSA has been completed in all states/UTs, ration card details are available on transparency portal of all states/UTs, online allocation has been implemented in 29 states/UTs, Supply chain has been computerised in 20 states/UTs, transparency portal are implemented in all States/UTs and online grievance registration system/toll-free helpline numbers are available in all States/UTs.

STATEMENT REFERRED IN REPLY TO PART (a) OF LOK SABHA STARRED QUESTION NO.1897 FOR 14.03.2017 REGARDING PENDING CASES WITH CONSUMER FORA .
-----**Statement of Cases Pending in the National Commission and State Commissions.**

Sl. No.	Name of State	Cases Pending	As On
	National Commission	12420	31.01.2017
	State Commissions		
1	Andhra Pradesh	886	31.12.2016
2	A & N Islands	5	30.06.2015
3	Arunachal Pradesh	9	31.12.2016
4	Assam	420	31.01.2017
5	Bihar	3352	31.10.2016
6	Chandigarh	552	31.12.2016
7	Chattisgarh	424	31.01.2017
8	Daman & Diu and DNH	5	31.03.2011
9	Delhi	6173	31.01.2017
10	Goa	107	31.01.2017
11	Gujarat	4935	31.01.2017
12	Haryana	1473	31.12.2016
13	Himachal Pradesh	183	31.01.2017
14	Jammu & Kashmir	1489	31.05.2016
15	Jharkhand	517	31.12.2016
16	Karnataka	7964	31.01.2017
17	Kerala	2078	31.12.2016
18	Lakshadweep	2	31.12.2016
19	Madhya Pradesh	8698	31.01.2017
20	Maharashtra	15204	31.01.2017
21	Manipur	6	31.12.2015
22	Meghalaya	15	31.03.2015
23	Mizoram	10	31.01.2017
24	Nagaland	29	30.09.2015
25	Odisha	6774	31.10.2016
26	Puducherry	54	31.01.2017
27	Punjab	1416	31.12.2016
28	Rajasthan	6939	31.12.2016
29	Sikkim	3	31.03.2015
30	Tamil Nadu	3225	31.12.2016
31	Telangana	1881	31.12.2016
32	Tripura	38	31.12.2016
33	Uttar Pradesh	26144	30.11.2016
34	Uttarakhand	1026	31.01.2017
35	West Bengal	4462	31.12.2016
	TOTAL	106498	

Statement of Cases pending in District Fora

Sl. No.	Name of State	Cases Pending	As On
1	Andhra Pradesh	2010	31.12.2016
2	A & N Islands	47	30.06.2015
3	Arunachal Pradesh	29	31.12.2016
4	Assam	1421	30.06.2016
5	Bihar	14417	31.10.2016
6	Chandigarh	1670	31.12.2016
7	Chattisgarh	5343	31.01.2017
8	Daman & Diu and DNH	18	31.03.2011
9	Delhi	17579	31.03.2015
10	Goa	402	31.01.2017
11	Gujarat	16135	31.01.2017
12	Haryana	11187	31.12.2016
13	Himachal Pradesh	2713	31.01.2017
14	Jammu & Kashmir	1937	31.12.2007
15	Jharkhand	4154	31.12.2016
16	Karnataka	9678	31.01.2017
17	Kerala	10739	31.12.2016
18	Lakshadweep	17	31.12.2016
19	Madhya Pradesh	16678	31.01.2017
20	Maharashtra	37874	31.01.2017
21	Manipur	57	31.12.2015
22	Meghalaya	80	31.03.2015
23	Mizoram	38	30.06.2015
24	Nagaland	54	30.09.2015
25	Odisha	8213	31.10.2016
26	Puducherry	195	31.01.2017
27	Punjab	5322	31.12.2016
28	Rajasthan	34638	31.12.2016
29	Sikkim	14	31.03.2015
30	Tamil Nadu	8721	31.12.2016
31	Telangana	4497	31.12.2016
32	Tripura	136	31.12.2016
33	Uttar Pradesh	74533	30.11.2016
34	Uttarakhand	2885	31.01.2017
35	West Bengal	7475	31.12.2016
	TOTAL	300906	
