GOVERNMENT OF INDIA MINISTRY OF LAW AND JUSTICE DEPARTMENT OF JUSTICE

LOK SABHA

UNSTARRED QUESTION NO. †6239

TO BE ANSWERED ON WEDNESDAY, 12TH APRIL, 2017

Infrastructure in Consumer Courts

†6239. Shri Devji M. Patel:

Will the Minister of LAW AND JUSTICE be pleased to state:

- (a) whether there is heavy shortage of space, building, staff and other facilities in consumer courts of the country, State-wise including Rajasthan;
- (b) if so, the details of vacant posts, State-wise;
- (c) the steps taken to appoint staff on vacant posts and improve working conditions of the staff; and
- (d) the steps taken by the Government for proper and full implementation of consumer protection act in the country including Rajasthan?

ANSWER

MINISTER OF STATE FOR LAW AND JUSTICE AND ELECTRONICS AND INFORMATION TECHNOLOGY (SHRI P. P. CHAUDHARY)

(a) & (b): As per the provisions of the Consumer Protection Act, 1986, it is the responsibility of the State Government / UTs to establish consumer fora in the States / UTs by building infrastructure and providing manpower. However, the Central Government provides financial assistance to the States / UTs for building infrastructure. As regards National Consumer Disputes Redressal Commission (NCDRC), Central Government provides the building infrastructure, manpower *etc*. There are two vacancies and five anticipated vacancies to the posts of Members in NCDRC. The details of vacant posts in the Consumer fora are given in a Statement at *Annexure*. There is no pending proposal for grant of funds in respect of the State of Rajasthan. During the 12th plan period, a sum of Rs.740.04 lakh and Rs.68.86 lakh have been released under the Scheme "Strengthening of Consumer Fora Phase II" and "State Consumer Helpline" respectively.

- (c): The State Governments / UTs are liable to fill up the vacancies of staff and members of the State Commissions and District Fora. They are advised from time to time to fill up the vacancies.
- (d): Financial assistance are given to the State Governments / UTs for building infrastructure *etc*. Regional and National Conferences are held from time to time to sensitize the State Governments / UTs to implement the provisions of the Consumer Protection Act, 1986 effectively. Financial assistance is also provided to set up and run State Consumer Helpline to aid and advise the consumers so as to avail of the consumer grievance redressal mechanism. The National Consumer Helpline has been strengthened to allow more consumers to lodge their grievances on line.

Statement referred to Lok Sabha Unstarred Question No. 6239 for reply on 12.04.2017 Vacancy Position in National Commission, State Commission and District Fora

	Sanctioned Strength		Vacancy Status	
National Commission	President	Member	President	Member
	1	11	0	2

State	C		State Commission			
No. President Member President Member	Sr.	State	Sanctioned	Strength	Vacancy	Status
2. Andhra Pradesh 1 2 0 2 3. Arunachal Pradesh 1 2 0 0 4. A & N Island 1 2 0 0 5. Bihar 1 2 0 0 6. Chandigarh 1 2 0 0 7. Chhattishgarh 1 2 0 0 8. Daman & Diu 0 0 0 0 9. Dadra & Nagar Haveli 1 2 0 0 10. Delhi 1 4 0 0 11. Goa 1 2 0 0 12. Gujarat 1 5 0 0 13. Haryana 1 4 0 0 14. Himachal Pradesh 1 2 0 0 15. Jammu & Kashmir 1 2 0 0	INO.					
3. Arunachal Pradesh 1 2 0 0 4. A & N Island 1 2 0 0 5. Bihar 1 2 0 0 6. Chandigarh 1 2 0 0 7. Chhattishgarh 1 2 0 0 8. Daman & Diu 0 0 0 0 9. Dadra & Nagar Haveli 1 2 0 0 10. Delhi 1 4 0 0 11. Goa 1 2 0 0 12. Gujarat 1 2 0 0 13. Haryana 1 4 0 0 14. Himachal Pradesh 1 2 0 0 15. Jamru & Kashmir 1 2 0 0 15. Jamru & Kashmir 1 2 0 0 <t< td=""><td>1.</td><td>Assam</td><td>1</td><td>2</td><td>0</td><td>0</td></t<>	1.	Assam	1	2	0	0
4. A & N Island 1 2 0 0 5. Bihar 1 2 0 0 6. Chandigarh 1 2 0 0 7. Chhattishgarh 1 2 0 0 8. Daman & Diu 0 0 0 0 0 9. Dadra & Nagar Haveli 1 2 0 0 0 10. Delhi 1 4 0 0 0 0 11. Goa 1 2 0 <td>2.</td> <td>Andhra Pradesh</td> <td>1</td> <td>2</td> <td>0</td> <td>2</td>	2.	Andhra Pradesh	1	2	0	2
5. Bihar 1 2 0 0 6. Chandigarh 1 2 0 0 7. Chhattishgarh 1 2 0 0 8. Daman & Diu 0 0 0 0 9. Dadra & Nagar Haveli 1 2 0 0 10. Delhi 1 4 0 0 11. Goa 1 2 0 0 12. Gujarat 1 5 0 0 13. Haryana 1 4 0 0 14. Himachal Pradesh 1 2 0 0 15. Jammu & Kashmir 1 2 0 0 16. Jharkhand 1 2 0 0 17. Karnataka 1 2 0 0 18. Kerala 1 4 0 0 18.	3.	Arunachal Pradesh	1	2	0	0
6. Chandigarh 1 2 0 0 7. Chhattishgarh 1 2 0 0 8. Daman & Diu 0 0 0 0 9. Dadra & Nagar Haveli 1 2 0 0 10. Delhi 1 4 0 0 11. Goa 1 2 0 0 12. Gujarat 1 5 0 0 13. Haryana 1 4 0 0 13. Haryana 1 4 0 0 14. Himachal Pradesh 1 2 0 0 15. Jammu & Kashmir 1 2 0 0 16. Jharkhand 1 2 0 0 17. Karnataka 1 2 0 0 18. Kerala 1 4 0 0 19.	4.	A & N Island	1	2	0	0
7. Chhattishgarh 1 2 0 0 8. Daman & Diu 0 0 0 0 9. Dadra & Nagar Haveli 1 2 0 0 10. Delhi 1 4 0 0 11. Goa 1 2 0 0 12. Gujarat 1 5 0 0 12. Gujarat 1 5 0 0 13. Haryana 1 4 0 0 14. Himachal Pradesh 1 2 0 0 15. Jammu & Kashmir 1 2 0 0 16. Jharkhand 1 2 0 0 17. Karnataka 1 2 0 0 18. Kerala 1 4 0 0 19. Lakshadweep 1 2 0 1 20.	5.	Bihar	1	2	0	0
7. Chhattishgarh 1 2 0 0 8. Daman & Diu 0 0 0 0 9. Dadra & Nagar Haveli 1 2 0 0 10. Delhi 1 4 0 0 11. Goa 1 2 0 0 12. Gujarat 1 5 0 0 13. Haryana 1 4 0 0 14. Himachal Pradesh 1 2 0 0 15. Jammu & Kashmir 1 2 0 0 16. Jharkhand 1 2 0 0 17. Karnataka 1 2 0 0 18. Kerala 1 4 0 0 19. Lakshadweep 1 2 0 1 20. Madhya Pradesh 1 3 0 1 21.<	6.	Chandigarh	1	2	0	0
8. Daman & Diu 0 0 0 9. Dadra & Nagar Haveli 1 2 0 0 10. Delhi 1 4 0 0 11. Goa 1 2 0 0 12. Gujarat 1 5 0 0 13. Haryana 1 4 0 0 14. Himachal Pradesh 1 2 0 0 15. Jammu & Kashmir 1 2 0 0 16. Jharkhand 1 2 0 0 17. Karnataka 1 2 0 0 18. Kerala 1 4 0 0 18. Kerala 1 4 0 0 19. Lakshadweep 1 2 0 0 19. Madhya Pradesh 1 3 0 1 20. Madhya P	7.		1	2	0	0
10. Delhi 1 4 0 0 11. Goa 1 2 0 0 12. Gujarat 1 5 0 0 13. Haryana 1 4 0 0 14. Himachal Pradesh 1 2 0 0 15. Jammu & Kashmir 1 2 0 0 16. Jharkhand 1 2 0 0 17. Karnataka 1 2 0 0 18. Kerala 1 2 0 0 18. Kerala 1 4 0 0 19. Lakshadweep 1 2 0 0 20. <td< td=""><td>8.</td><td></td><td>0</td><td>0</td><td>0</td><td>0</td></td<>	8.		0	0	0	0
10. Delhi 1 4 0 0 11. Goa 1 2 0 0 12. Gujarat 1 5 0 0 13. Haryana 1 4 0 0 14. Himachal Pradesh 1 2 0 0 15. Jammu & Kashmir 1 2 0 0 16. Jharkhand 1 2 0 0 17. Karnataka 1 2 0 0 18. Kerala 1 2 0 0 18. Kerala 1 4 0 0 19. Lakshadweep 1 2 0 0 20. <td< td=""><td>9.</td><td>Dadra & Nagar Haveli</td><td>1</td><td>2</td><td>0</td><td>0</td></td<>	9.	Dadra & Nagar Haveli	1	2	0	0
12. Gujarat 1 5 0 0 13. Haryana 1 4 0 0 14. Himachal Pradesh 1 2 0 0 15. Jammu & Kashmir 1 2 0 0 16. Jharkhand 1 2 0 0 17. Karnataka 1 2 0 0 18. Kerala 1 4 0 0 19. Lakshadweep 1 2 0 1 20. Madhya Pradesh 1 3 0 1 21. Maharashtra 1 11 0 0 22. Manipur 1 2 0 0 23. Meghalaya 1 2 0 0 24. Mizoram 1 2 0 0 25. Nagaland 1 2 0 0 26. Odisha 1 2 0 0 27. Puducherry <	10.		1	4	0	0
13. Haryana 1 4 0 0 14. Himachal Pradesh 1 2 0 0 15. Jammu & Kashmir 1 2 0 0 16. Jharkhand 1 2 0 0 17. Karnataka 1 2 0 0 18. Kerala 1 4 0 0 18. Kerala 1 4 0 0 19. Lakshadweep 1 2 0 1 20. Madhya Pradesh 1 3 0 1 21. Maharashtra 1 11 0 0 22. Manipur 1 2 0 0 23. Meghalaya 1 2 0 0 24. Mizoram 1 2 0 0 24. Mizoram 1 2 0 0 25. Nagaland 1 2 0 0 26. Odisha 1	11.	Goa	1	2	0	0
13. Haryana 1 4 0 0 14. Himachal Pradesh 1 2 0 0 15. Jammu & Kashmir 1 2 0 0 16. Jharkhand 1 2 0 0 17. Karnataka 1 2 0 0 18. Kerala 1 4 0 0 19. Lakshadweep 1 2 0 1 20. Madhya Pradesh 1 3 0 1 20. Madhya Pradesh 1 3 0 1 21. Maharashtra 1 11 0 0 22. Manipur 1 2 0 0 23. Meghalaya 1 2 0 0 24. Mizoram 1 2 0 0 25. Nagaland 1 2 0 0 26. Odisha 1 2 0 0 27. Puducherry	12.	Gujarat	1	5	0	0
14. Himachal Pradesh 1 2 0 0 15. Jammu & Kashmir 1 2 0 0 16. Jharkhand 1 2 0 0 17. Karnataka 1 2 0 0 18. Kerala 1 4 0 0 19. Lakshadweep 1 2 0 1 20. Madhya Pradesh 1 3 0 1 21. Maharashtra 1 11 0 0 22. Manipur 1 2 0 0 23. Meghalaya 1 2 0 0 24. Mizoram 1 2 0 0 24. Mizoram 1 2 0 0 25. Nagaland 1 2 0 0 26. Odisha 1 2 0 0 27. Puducherry 1 2 0 0 28. Punjab 1 7 1 0 <td< td=""><td>13.</td><td>-</td><td>1</td><td>4</td><td>0</td><td>0</td></td<>	13.	-	1	4	0	0
16. Jharkhand 1 2 0 0 17. Karnataka 1 2 0 0 18. Kerala 1 4 0 0 19. Lakshadweep 1 2 0 1 20. Madhya Pradesh 1 3 0 1 21. Maharashtra 1 11 0 0 22. Manipur 1 2 0 0 23. Meghalaya 1 2 0 0 24. Mizoram 1 2 0 0 24. Mizoram 1 2 0 0 25. Nagaland 1 2 0 0 26. Odisha 1 2 0 0 27. Puducherry 1 2 0 0 28. Punjab 1 7 1 0 29. Rajasthan 1 1 0 0 30. Sikkim 1 <	14.		1	2	0	0
17. Karnataka 1 2 0 0 18. Kerala 1 4 0 0 19. Lakshadweep 1 2 0 1 20. Madhya Pradesh 1 3 0 1 21. Madhya Pradesh 1 3 0 1 21. Madhya Pradesh 1 1 0 0 22. Manipur 1 1 0 0 22. Manipur 1 2 0 0 23. Meghalaya 1 2 0 0 24. Mizoram 1 2 0 0 24. Mizoram 1 2 0 0 25. Nagaland 1 2 0 0 26. Odisha 1 2 0 0 27. Puducherry 1 2 0 0 28. Punjab 1 7 1 0 29. Rajasthan 1	15.	Jammu & Kashmir	1	2	0	0
18. Kerala 1 4 0 0 19. Lakshadweep 1 2 0 1 20. Madhya Pradesh 1 3 0 1 21. Maharashtra 1 11 0 0 22. Manipur 1 2 0 0 23. Meghalaya 1 2 0 0 24. Mizoram 1 2 0 0 24. Mizoram 1 2 0 0 24. Mizoram 1 2 0 0 25. Nagaland 1 2 0 0 26. Odisha 1 2 0 0 27. Puducherry 1 2 0 0 28. Punjab 1 7 1 0 29. Rajasthan 1 1 0 0 31. Tamil Nadu 1 4 0 2 32 Telangana 1	16.	Jharkhand	1	2	0	0
18. Kerala 1 4 0 0 19. Lakshadweep 1 2 0 1 20. Madhya Pradesh 1 3 0 1 21. Maharashtra 1 11 0 0 22. Manipur 1 2 0 0 23. Meghalaya 1 2 0 0 24. Mizoram 1 2 0 0 24. Mizoram 1 2 0 0 24. Mizoram 1 2 0 0 25. Nagaland 1 2 0 0 26. Odisha 1 2 0 0 27. Puducherry 1 2 0 0 28. Punjab 1 7 1 0 29. Rajasthan 1 1 0 0 31. Tamil Nadu 1 4 0 2 32 Telangana 1	17.	Karnataka	1	2	0	0
20. Madhya Pradesh 1 3 0 1 21. Maharashtra 1 11 0 0 22. Manipur 1 2 0 0 23. Meghalaya 1 2 0 0 24. Mizoram 1 2 0 0 24. Mizoram 1 2 0 0 25. Nagaland 1 2 0 0 26. Odisha 1 2 0 0 27. Puducherry 1 2 0 0 28. Punjab 1 7 1 0 29. Rajasthan 1 10 0 4 30. Sikkim 1 2 0 0 31. Tamil Nadu 1 4 0 2 32. Telangana 1 2 0 0 33. Tripura 1 2 0 0 34. Uttarkhand 1	18.		1	4	0	0
20. Madhya Pradesh 1 3 0 1 21. Maharashtra 1 11 0 0 22. Manipur 1 2 0 0 23. Meghalaya 1 2 0 0 24. Mizoram 1 2 0 0 24. Mizoram 1 2 0 0 25. Nagaland 1 2 0 0 26. Odisha 1 2 0 0 27. Puducherry 1 2 0 0 28. Punjab 1 7 1 0 29. Rajasthan 1 10 0 4 30. Sikkim 1 2 0 0 31. Tamil Nadu 1 4 0 2 32. Telangana 1 2 0 0 33. Tripura 1 2 0 0 34. Uttarakhand 1	19.	Lakshadweep	1	2	0	1
21. Maharashtra 1 11 0 0 22. Manipur 1 2 0 0 23. Meghalaya 1 2 0 0 24. Mizoram 1 2 0 1 25. Nagaland 1 2 0 0 26. Odisha 1 2 0 0 27. Puducherry 1 2 0 0 28. Punjab 1 7 1 0 29. Rajasthan 1 10 0 4 30. Sikkim 1 2 0 0 31. Tamil Nadu 1 4 0 2 32. Telangana 1 2 0 0 33. Tripura 1 2 0 0 34. Uttar Pradesh 1 1 0 0 35. Uttarakhand 1 2 0 0 36. West Bengal 1	20.		1	3	0	1
23. Meghalaya 1 2 0 0 24. Mizoram 1 2 0 1 25. Nagaland 1 2 0 0 26. Odisha 1 2 0 0 27. Puducherry 1 2 0 0 28. Punjab 1 7 1 0 29. Rajasthan 1 10 0 4 30. Sikkim 1 2 0 0 31. Tamil Nadu 1 4 0 2 32. Telangana 1 2 0 1 33. Tripura 1 2 0 0 34. Uttar Pradesh 1 10 0 0 35. Uttarakhand 1 2 0 0 36. West Bengal 1 6 0 0	21.	Maharashtra	1	11	0	0
23. Meghalaya 1 2 0 0 24. Mizoram 1 2 0 1 25. Nagaland 1 2 0 0 26. Odisha 1 2 0 0 27. Puducherry 1 2 0 0 28. Punjab 1 7 1 0 29. Rajasthan 1 10 0 4 30. Sikkim 1 2 0 0 31. Tamil Nadu 1 4 0 2 32. Telangana 1 2 0 1 33. Tripura 1 2 0 0 34. Uttar Pradesh 1 10 0 0 35. Uttarakhand 1 2 0 0 36. West Bengal 1 6 0 0	22.	Manipur	1	2	0	0
24. Mizoram 1 2 0 1 25. Nagaland 1 2 0 0 26. Odisha 1 2 0 0 27. Puducherry 1 2 0 0 28. Punjab 1 7 1 0 29. Rajasthan 1 10 0 4 30. Sikkim 1 2 0 0 31. Tamil Nadu 1 4 0 2 32. Telangana 1 2 0 1 33. Tripura 1 2 0 0 34. Uttar Pradesh 1 10 0 0 35. Uttarakhand 1 2 0 0 36. West Bengal 1 6 0 0	23.		1	2	0	0
26. Odisha 1 2 0 0 27. Puducherry 1 2 0 0 28. Punjab 1 7 1 0 29. Rajasthan 1 10 0 4 30. Sikkim 1 2 0 0 31. Tamil Nadu 1 4 0 2 32. Telangana 1 2 0 1 33. Tripura 1 2 0 0 34. Uttar Pradesh 1 10 0 0 35. Uttarakhand 1 2 0 0 36. West Bengal 1 6 0 0	24.		1	2	0	1
26. Odisha 1 2 0 0 27. Puducherry 1 2 0 0 28. Punjab 1 7 1 0 29. Rajasthan 1 10 0 4 30. Sikkim 1 2 0 0 31. Tamil Nadu 1 4 0 2 32. Telangana 1 2 0 1 33. Tripura 1 2 0 0 34. Uttar Pradesh 1 10 0 0 35. Uttarakhand 1 2 0 0 36. West Bengal 1 6 0 0	25.	Nagaland	1	2	0	0
28. Punjab 1 7 1 0 29. Rajasthan 1 10 0 4 30. Sikkim 1 2 0 0 31. Tamil Nadu 1 4 0 2 32. Telangana 1 2 0 1 33. Tripura 1 2 0 0 34. Uttar Pradesh 1 10 0 0 35. Uttarakhand 1 2 0 0 36. West Bengal 1 6 0 0	26.		1	2	0	0
28. Punjab 1 7 1 0 29. Rajasthan 1 10 0 4 30. Sikkim 1 2 0 0 31. Tamil Nadu 1 4 0 2 32. Telangana 1 2 0 1 33. Tripura 1 2 0 0 34. Uttar Pradesh 1 10 0 0 35. Uttarakhand 1 2 0 0 36. West Bengal 1 6 0 0	27.	Puducherry	1	2	0	0
30. Sikkim 1 2 0 0 31. Tamil Nadu 1 4 0 2 32. Telangana 1 2 0 1 33. Tripura 1 2 0 0 34. Uttar Pradesh 1 10 0 0 35. Uttarakhand 1 2 0 0 36. West Bengal 1 6 0 0	28.		1	7	1	0
30. Sikkim 1 2 0 0 31. Tamil Nadu 1 4 0 2 32. Telangana 1 2 0 1 33. Tripura 1 2 0 0 34. Uttar Pradesh 1 10 0 0 35. Uttarakhand 1 2 0 0 36. West Bengal 1 6 0 0	29.		1	10	0	4
31. Tamil Nadu 1 4 0 2 32. Telangana 1 2 0 1 33. Tripura 1 2 0 0 34. Uttar Pradesh 1 10 0 0 35. Uttarakhand 1 2 0 0 36. West Bengal 1 6 0 0			1		0	
32 Telangana 1 2 0 1 33. Tripura 1 2 0 0 34. Uttar Pradesh 1 10 0 0 35. Uttarakhand 1 2 0 0 36. West Bengal 1 6 0 0			1	4	0	2
33. Tripura 1 2 0 0 34. Uttar Pradesh 1 10 0 0 35. Uttarakhand 1 2 0 0 36. West Bengal 1 6 0 0			1	2		
34. Uttar Pradesh 1 10 0 0 35. Uttarakhand 1 2 0 0 36. West Bengal 1 6 0 0			1		0	0
35. Uttarakhand 1 2 0 0 36. West Bengal 1 6 0 0			1	10	0	0
36. West Bengal 1 6 0 0			1			0
			1	6	0	0
		·	35	116		

Continued....2/-

	State	District Fora				
Sr.		Sanctione	d Strength	Vacancy	Vacancy Status	
No.		President	Member	President	Member	
1.	Assam	23	46	3	8	
2.	Andhra Pradesh	17	34	2	26	
3.	Arunachal Pradesh	18	36	0	11	
4.	A & N Island	1	2	0	0	
5.	Bihar	38	76	0	21	
6.	Chandigarh	2	4	0	0	
7.	Chhattishgarh	12	54	1	9	
8.	Daman & Diu	2	4	0	2	
9.	Dadra & Nagar Haveli	1	2	0	2	
10.	Delhi	10	20	2	5	
11.	Goa	2	4	0	0	
12.	Gujarat	26	52	6	4	
13.	Haryana	21	42	0	7	
14.	Himachal Pradesh	4	24	0	11	
15.	Jammu & Kashmir	2	4	0	0	
16.	Jharkhand	22	44	1	8	
17.	Karnataka	31	62	4	16	
18.	Kerala	14	26	1	1	
19.	Lakshadweep	1	2	0	1	
20.	Madhya Pradesh	24	108	0	44	
21.	Maharashtra	40	80	8	8	
22.	Manipur	3	6	0	0	
23.	Meghalaya	7	14	0	2	
24.	Mizoram	8	16	0	3	
25.	Nagaland	11	22	0	15	
26.	Odisha	31	62	0	0	
27.	Puducherry	1	2	0	0	
28.	Punjab	20	40	9	11	
29.	Rajasthan	37	74	10	18	
30.	Sikkim	4	8	0	0	
31.	Tamil Nadu	25	60	11	12	
32	Telangana	12	24	10	20	
33.	Tripura	4	8	0	0	
34.	Uttar Pradesh	79	158	9	15	
35.	Uttarakhand	13	26	0	3 7	
36.	West Bengal	21	42	2	7	
Total	I	587	1288	79	290	
