# 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.

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**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**

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

| Sr. No. | State | State Commission | | | |
|---|---|---|---|---|---|
| | | Sanctioned Strength | | Vacancy Status | |
| | | President | Member | President | Member |
| 1. | Assam | 1 | 2 | 0 | 0 |
| 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 |
| 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 | 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 |
| **Total** | | **35** | **116** | **1** | **12** |

| Sr. No. | State | District Fora | | | |
|---|---|---|---|---|---|
| | | Sanctioned Strength | | Vacancy Status | |
| | | 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 |
| 36. | West Bengal | 21 | 42 | 2 | 7 |
| Total | | 587 | 1288 | 79 | 290 |

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