

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

**LOK SABHA**  
**UNSTARRED QUESTION NO. 1506**  
TO BE ANSWERED ON 25.07.2017

**CASES BEFORE CONSUMER FORUMS**

1506. DR. KIRIT SOMAIYA:

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

- (a) whether any sample analysis has been done by the Government about the pendency of cases before different Consumer Forums in the country;
- (b) if so, the details thereof, sector-wise;
- (c) whether it is true that non-filling of vacant posts of President and members in District and State Forums is resulting in huge pendency of consumer cases;
- (d) whether the Government will take action for filling of these vacant posts; and
- (e) if so, the details thereof and if not, the 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) & (b) : As per the data maintained by the Computerization and Computer Networking of Consumer Forums in country (CONFONET), pendency status of the cases filed before Consumer Forums in the country is given in **Annexure**.

(c) : The non-filling of vacant posts of President and Members in the District and State Fora is, to some extent, responsible for pendency in consumer cases.

(d)&(e) : As per the provisions of the Consumer Protection Act, 1986, it is the responsibility of the State Governments/UTs to establish and administer the District Fora and State Commission, which inter-alia includes filling up of vacant posts of Members/Presidents in District Fora and State Commissions. State Governments are advised from time to time to fill up these vacancies well in advance.

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**STATEMENT REFERRED IN REPLY TO PARTS (a) & (b) OF LOK SABHA UNSTARRED QUESTION NO.1506 FOR 25.07.2017 REGARDING CASES BEFORE CONSUMER FORUMS.**

<b>STATEMENT OF PENDING CASES (CATEGORY WISE) NATIONAL CONSUMER DISPUTES REDRESSAL COMMISSION</b>		
<b>S. NO.</b>	<b>SECTOR</b>	<b>PENDENCY</b>
1	Housing	7030
2	Insurance	2499
3	Banking	1130
4	Medical	647
5	Defective Goods	200
6	Finance	178
7	Electricity	156
8	Service Deficiency	163
9	Education	110
10	others	3227

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<b>STATEMENT OF PENDING CASES (CATEGORY WISE) ALL STATE COMMISSION</b>		
<b>S. NO.</b>	<b>SECTOR</b>	<b>PENDENCY</b>
1	Insurance	29921
2	Housing	21417
3	Banking	12644
4	Electricity	8381
5	Medical	5694
6	Finance	2866
7	Service Deficiency	2418
8	Automobiles	1691
9	Telecom	1430
10	others	60161

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<b>STATEMENT OF PENDING CASES (CATEGORY WISE) ALL DISTRICT FORUMS</b>		
<b>S. NO.</b>	<b>SECTOR</b>	<b>PENDENCY</b>
1	Insurance	68601
2	Banking	33113
3	Electricity	27420
4	Housing	25374
5	Consumer	13088
6	Electrical & Electronic Goods	10215
7	Finance	10129
8	Medical	9169
9	Automobiles	8565
10	others	108523

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