

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

LOK SABHA
STARRED QUESTION NO. *152
TO BE ANSWERED ON 06.03.2018

NATIONAL CONSUMER DISPUTES REDRESSAL COMMISSION

*152. SHRI V. ELUMALAI: ADV. M. UDHAYAKUMAR:

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

- (a) whether it is true that there are many vacancies of members in the National Consumer Disputes Redressal Commission and the Government is struggling to fill up the same and if so, the details thereof;
- (b) whether the Government has extended the retirement date/age of members and Chairperson of the said Commission and if so, the details thereof;
- (c) whether the disposal of cases filed in the Commission is at its lowest in four years while the number of cases filed has hit an all time high and if so, the details thereof;
- (d) whether it is also true that the people are not getting the relief which they expected while approaching the Commission and if so, the steps taken by the Government in this regard; and
- (e) the details of consumer forums functioning in the country along with the details of the steps taken/being taken to strengthen these forums?

ANSWER

उपभोक्ता मामले, खाद्य और सार्वजनिक वितरण मंत्री
(श्री राम विलास पासवान)

THE MINISTER OF
CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION
(SHRI RAM VILAS PASWAN)

(a) to (e) : A Statement is laid on the Table of the House.

STATEMENT REFERRED IN REPLY TO PARTS (a) TO (e) OF LOK SABHA STARRED QUESTION NO.*152 FOR 06.03.2018 REGARDING NATIONAL CONSUMER DISPUTES REDRESSAL COMMISSION.

(a) & (b) : Seven vacancies of Member and one of President in the National Consumer Disputes Redressal Commission (NCDRC), are to be filled up on a regular basis. In pursuance of the order of Hon'ble Supreme Court of India dated 11.12.2017 and with approval of Appointments Committee of Cabinet (ACC), the tenure of President and the following four Members of NCDRC, whose tenure would have otherwise ended during December, 2017 to March, 2018, has been extended up to 15th April, 2018:

Sl. No.	Name of the incumbent	Date of completion of the present tenure	Extension given up to
1.	Justice D. K. Jain, President	24.01.2018	15.04.2018
2.	Justice Ajit Bharihoke, Member (Judicial)	12.12.2017	15.04.2018
3.	Smt. Rekha Gupta Member (Non-Judicial)	13.01.2018	15.04.2018
4.	Dr. B. C. Gupta Member (Non-Judicial)	29.01.2018	15.04.2018
5	Dr. S. M. Kantikar, Member (Non-Judicial)	03.03.2018	15.04.2018

Thus, at present there are actually three physical vacancies of Member in NCDRC.

Action has already been taken for filling up the vacancies of Member and President in NCDRC.

(c) & (d) : The year wise details of cases filed and disposed of in NCDRC are as under:

Year	Cases Filed	Cases Disposed
2014	6806	7043
2015	5943	7757
2016	7759	6173
2017	10719	6034

The cases filed in NCDRC has gone up to 10,719 in 2017 as compared to 6806 in 2014. However, due to vacancies of three Members in NCDRC, the disposal rate has gone down slightly to 6034 in 2017 from 7043 in 2014.

To provide further relief to consumers, the government has taken expeditious action to fill up the vacancies in NCDRC.

(e) : Besides NCDRC, there are 35 State Consumer Disputes Redressal Commissions and 645 functional District Consumer Disputes Redressal Fora in the country.

As per the provisions of Consumer Protection Act, 1986, the State Governments are to establish the State Commissions and District Fora in the State and, consequently, provide infrastructure and manpower for their functioning. However, to supplement the efforts of State Governments, the Central Government has been providing financial assistance to the States under the scheme "Strengthening Consumer Fora" for construction of buildings of Consumer Fora and also for acquiring non-building assets for them. Further, under another scheme "Consumer Fora Networking (CONFONET)", computer hardware/software and technical manpower are provided for computerization of functioning of Consumer Fora.

The Central Government has been writing to State Governments from time to time to take action well in advance for filling up vacancies of President and Members and also to maintain a panel of candidates for filling up future vacancies so as to avoid delay in appointments.
