

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

**LOK SABHA
UNSTARRED QUESTION NO. 1648
TO BE ANSWERED ON 06.03.2018**

CASES PENDING IN CONSUMER FORUM

1648. SHRI BHAIRON PRASAD MISHRA:
(OIH)

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

- (a) the details of cases pending in the consumer forums of the country at present particularly in Uttar Pradesh, State/UT-wise;
- (b) whether the Government has formulated any new scheme for quick disposal of these cases and if so, the details thereof; and
- (c) whether the Government has taken/proposes to take any decision to allow these courts to issue stay order to provide relief to the consumers?

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 cases pending in the consumer forums of the country, as furnished by the National Consumer Disputes Redressal Commission, are given in Annexure. In so far as Uttar Pradesh is concerned, 25,596 cases are pending in the State Commission and 76,254 cases are pending in all the District Fora in Uttar Pradesh.

(b) : The Government introduced the Consumer Protection Bill, 2018 in the Parliament on 5th January, 2018. The Bill provides for several provisions aimed at simplifying the consumer dispute adjudication process such as increasing minimum number of Members in the State Commissions to facilitate quick disposal of complaints, power to review their own orders by the State Commissions and District Fora, constitution of Regional Benches to facilitate quicker disposal of complaints, enabling provisions for consumers to file complaints electronically, hearing through video conferencing, and deemed admissibility of complaints, if the question of admissibility is not decided within the specified period of 21 days and second appeal to the National Commission only on question of law.

(c) : As per provisions of the Consumer Protection Act, 1986, the State Commission and the National Commission have appellate jurisdiction to take appropriate action on the orders of the lower Forum.

STATEMENT REFERRED IN REPLY TO PART (a) OF LOK SABHA UNSTARRED QUESTION NO.1648 FOR 06.03.2018 REGARDING CASES PENDING IN CONSUMER FORUM.**Statement of Cases Filed / Disposed of / Pending in the National Commission and State Commissions**

Sl. No.	Name of State	Cases filed since inception	Cases disposed of since inception	Cases Pending	% of Disposal	As On
	National Commission	118406	100986	17420	85.29	31.01.2018
1	Andhra Pradesh	33030	32113	917	97.22	31.12.2017
2	A & N Islands	111	106	5	95.50	30.06.2015
3	Arunachal Pradesh	104	95	9	91.35	30.09.2017
4	Assam	3053	2582	471	84.57	30.11.2017
5	Bihar	104	95	9	91.35	31.07.2017
6	Chandigarh	20196	19452	744	96.32	31.12.2017
7	Chattisgarh	12862	12477	385	97.01	31.12.2017
8	Daman & Diu and DNH	25	20	5	80.00	31.03.2011
9	Delhi	47942	40944	6998	85.40	31.12.2017
10	Goa	3111	2941	170	94.54	31.12.2017
11	Gujarat	56312	51329	4983	91.15	31.12.2017
12	Haryana	50798	48497	2301	95.47	31.12.2017
13	Himachal Pradesh	9829	9572	257	97.39	30.11.2017
14	Jammu & Kashmir	9038	7549	1489	83.53	31.05.2016
15	Jharkhand	6103	5543	560	90.82	30.06.2017
16	Karnataka	57466	48103	9363	83.71	31.12.2017
17	Kerala	30733	27958	2775	90.97	31.12.2017
18	Lakshadweep	18	16	2	88.89	30.11.2017
19	Madhya Pradesh	53771	43399	10372	80.71	31.12.2017
20	Maharashtra	76712	61508	15204	80.18	31.01.2017
21	Manipur	170	164	6	96.47	31.12.2015
22	Meghalaya	300	285	15	95.00	31.03.2015
23	Mizoram	232	216	16	93.10	31.12.2017
24	Nagaland	165	136	29	82.42	30.09.2015
25	Odisha	25492	18668	6824	73.23	31.10.2017
26	Puducherry	1115	1052	63	94.35	31.12.2017
27	Punjab	38155	37046	1109	97.09	30.11.2017
28	Rajasthan	66437	60351	6086	90.84	31.12.2017
29	Sikkim	57	54	3	94.74	31.03.2015
30	Tamil Nadu	28672	24799	3873	86.49	31.12.2017
31	Telangana	3065	1166	1899	38.04	31.12.2017
32	Tripura	1796	1770	26	98.55	31.12.2017
33	Uttar Pradesh	83128	57532	25596	69.21	30.09.2017
34	Uttarakhand	6154	5197	957	84.45	31.12.2017
35	West Bengal	32422	27314	5108	84.25	30.09.2017
	TOTAL	758678	650049	108629	85.68	

Statement of Cases filed/disposed of/pending in District Fora

Sl. No.	Name of State	Cases filed since inception	Cases disposed of since inception	Cases Pending	% of Disposal	As On
1	Andhra Pradesh	119175	117525	1650	98.62	31.12.2017
2	A & N Islands	767	720	47	93.87	30.06.2015
3	Arunachal Pradesh	515	486	29	94.37	30.09.2017
4	Assam	16157	14736	1421	91.21	30.06.2016
5	Bihar	101644	87038	14606	85.63	31.07.2017
6	Chandigarh	58384	56912	1472	97.48	31.12.2017
7	Chattisgarh	50897	44815	6082	88.05	31.12.2017
8	Daman & Diu and DNH	56704	55070	1634	97.12	31.03.2011
9	Delhi	254168	236589	17579	93.08	31.03.2015
10	Goa	7379	7225	154	97.91	31.12.2017
11	Gujarat	220154	202401	17753	91.94	31.12.2017
12	Haryana	258952	251059	7893	96.95	31.12.2017
13	Himachal Pradesh	65639	63009	2630	95.99	31.12.2017
14	Jammu & Kashmir	20792	18855	1937	90.68	31.12.2007
15	Jharkhand	40024	35803	4221	89.45	30.06.2017
16	Karnataka	197428	188822	8606	95.64	31.12.2017
17	Kerala	211654	201129	10525	95.03	31.12.2017
18	Lakshadweep	89	77	12	86.52	30.11.2017
19	Madhya Pradesh	238049	219980	18069	92.41	31.12.2017
20	Maharashtra	396196	358739	37457	90.55	30.09.2017
21	Manipur	1297	1240	57	95.61	31.12.2015
22	Meghalaya	1005	925	80	92.04	31.03.2015
23	Mizoram	3771	3733	38	98.99	30.06.2015
24	Nagaland	652	598	54	91.72	30.09.2015
25	Odisha	111250	103504	7746	93.04	31.10.2017
26	Puducherry	3246	3044	202	93.78	31.12.2017
27	Punjab	196993	190555	6438	96.73	30.11.2017
28	Rajasthan	377648	342607	35041	90.72	31.12.2017
29	Sikkim	338	324	14	95.86	31.03.2015
30	Tamil Nadu	117572	108314	9258	92.13	31.12.2017
31	Telangana	91911	87269	4642	94.95	31.12.2017
32	Tripura	3752	3615	137	96.35	31.10.2017
33	Uttar Pradesh	682942	606688	76254	88.83	30.09.2017
34	Uttarakhand	41535	38406	3129	92.47	31.12.2017
35	West Bengal	117350	109547	7803	93.35	30.09.2017
	TOTAL	4066029	3761359	304670	92.51	
