

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

LOK SABHA
UNSTARRED QUESTION NO. 2188
TO BE ANSWERED ON 31.07.2018

CONSUMER COURTS

2188. SHRI R. PARTHIPAN:

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

- (a) whether the Government is assuring every consumer the right to quality, quantity, potency, purity, standard and prices of goods and services for materials/goods sold in the country and if so, the details thereof;
- (b) whether the Government is planning to establish more consumer courts across the country to settle consumer cases and if so, the details thereof;
- (c) the details of existing consumer courts across the country, State-wise; and
- (d) whether these courts are overloaded now with enormous cases and if so, the details thereof along with the number of pending cases in the consumer courts, State-wise?

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) to (c) : The Consumer Protection Act 1986, seeks inter-alia, to promote and protect the rights of the consumers and the right to be informed about the quality, quantity, potency, purity, standard and price of goods to protect the consumer against unfair trade practices. As per the provisions of the Act, there is a three tier quasi-judicial mechanism in place to adjudicate the grievances of the consumers and provide redress in case of unfair trade practices, defective products, deficiency in goods and services etc. There are 622 functional District Consumer Disputes Redressal Commission, 35 State Consumer Disputes Redressal Commission and one National Consumer Disputes Redressal Commission to settle the disputes of the consumers. The details of the existing consumer courts across the country is at **Annexure I**.

(d) : The number of cases filed/disposed off/ pending in the consumer courts is at **Annexure II**.

ANNEXURE – I REFERRED IN REPLY TO PARTS (A) TO (C) OF LOK SABHA UNSTARRED QUESTION NO. 2188 FOR 31.07.2018 REGARDING CONSUMER COURTS.**INFORMATION REGARDING FUNCTIONAL (STATE COMMISSIONS/DISTRICT FORUMS)****(Updated on 05.07.2018)**

Sl. No.	States	Whether SC Functional or Non-functional	No. of District Fora	Functional District Fora
1	Andhra Pradesh	Yes	17	17
2	A & N Islands	Yes	1	1
3	Arunachal Pradesh	Yes	18	18
4	Assam	Yes	23	21
5	Bihar	Yes	38	33
6	Chandigarh	Yes	2	2
7	Chattisgarh	Yes	27	18
8	Daman & Diu*	Yes	2	2
9	Dadar Nagar Haveli*	Yes	1	1
10	Delhi	Yes	11	10
11	Goa	Yes	2	2
12	Gujarat	Yes	38	38
13	Haryana	Yes	21	21
14	Himachal Pradesh	Yes	12	11
15	Jammu & Kashmir	Yes	2	2
16	Jharkhand	Yes	24	24
17	Karnataka	Yes	31	31
18	Kerala	Yes	14	14
19	Lakshadweep	Yes	1	1
20	Madhya Pradesh	Yes	51	31
21	Maharashtra	Yes	40	40
22	Manipur	Yes	9	4
23	Meghalaya	Yes	11	7
24	Mizoram	Yes	8	8
25	Nagaland	Yes	11	11
26	Orissa	Yes	31	31
27	Pondicherry	Yes	1	1
28	Punjab	Yes	20	20
29	Rajasthan	Yes	37	37
30	Sikkim	Yes	4	4
31	Tamil Nadu	Yes	31	31
32	Telangana	Yes	12	12
33	Tripura	Yes	4	4
34	Uttar Pradesh	Yes	79	79
35	Uttarakhand	Yes	13	12
36	West Bengal	Yes	23	23
	TOTAL		670	622

* The State Commissions of Daman & Diu and Dadar & Nagar Haveli function together.

ANNEXURE – II REFERRED IN REPLY TO PART (D) OF LOK SABHA UNSTARRED QUESTION NO. 2188 FOR 31.07.2018 REGARDING CONSUMER COURTS.**Statement of Cases Filed / Disposed of / Pending in the National Commission and State Commissions****(Updated on 05.07.2018)**

Sl. No.	Name of State	Cases filed since inception	Cases disposed of since inception	Cases Pending
	National Commission	122042	103520	18522
1	Andhra Pradesh	33170	32231	939
2	A & N Islands	111	106	5
3	Arunachal Pradesh	104	95	9
4	Assam	3113	2599	514
5	Bihar	19551	17423	2128
6	Chandigarh	21138	20412	726
7	Chhattisgarh	13318	12857	461
8	Daman & Diu and DNH*	25	20	5
9	Delhi	49190	41803	7387
10	Goa	3193	2995	198
11	Gujarat	57238	52005	5233
12	Haryana	51851	49174	2677
13	Himachal Pradesh	9957	9666	291
14	Jammu & Kashmir	9038	7549	1489
15	Jharkhand	6383	5631	752
16	Karnataka	58523	48638	9885
17	Kerala	31084	28059	3025
18	Lakshadweep	18	16	2
19	Madhya Pradesh	53916	43857	10059
20	Maharashtra	76712	61508	15204
21	Manipur	170	164	6
22	Meghalaya	300	285	15
23	Mizoram	234	216	18
24	Nagaland	165	136	29
25	Odisha	25868	18940	6928
26	Puducherry	1123	1081	42
27	Punjab	38568	37660	908
28	Rajasthan	67072	62609	4463
29	Sikkim	57	54	3
30	Tamil Nadu	28957	24953	4004
31	Telangana	3355	1492	1863
32	Tripura	1813	1787	26
33	Uttar Pradesh	84894	59710	25184
34	Uttarakhand	6232	5261	971
35	West Bengal	32422	27314	5108
	TOTAL	910905	781826	129079

*The cases pertaining to Daman & Diu and D & N Haveli have been indicated together.
