

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

LOK SABHA  
**UNSTARRED QUESTION NO. 2286**  
TO BE ANSWERED ON 31.07.2018

**CONSUMER REDRESSAL FORUMS**

2286. SHRI RAMEN DEKA:

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

- (a) the number of functioning Consumer Redressal Forums in the country in general and particularly in Assam;
- (b) the number of cases pending in the country in general and particularly in Assam;
- (c) whether the Government has any proposal to strengthen the Consumer Redressal forum; and
- (d) if so , the details thereof?

**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) : Madam, the number of functioning Consumer Redressal Forum in the country are 622. In Assam, there are 21 functioning consumer forum.

(b) : The number of cases pending in the country, state wise including Assam is given at **Annexure.**

(c) & (d) : In the country, besides the National Consumer Disputes Redressal Commission, there are 35 State Consumer Disputes Redressal Commissions and 622 functional District Consumer Disputes Redressal Fora.

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

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**ANNEXURE – I**

**ANNEXURE-I REFERRED IN REPLY TO PART (b) OF LOK SABHA UNSTARRED QUESTION NO. 2286 FOR 31.07.2018 REGARDING CONSUMER REDRESSAL FORUMS.**

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**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
	<b>National Commission</b>	<b>122042</b>	<b>103520</b>	<b>18522</b>
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	Chattisgarh	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
	<b>TOTAL</b>	<b>910905</b>	<b>781826</b>	<b>129079</b>

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

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