

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

**LOK SABHA**  
**UNSTARRED QUESTION NO. 3316**  
**TO BE ANSWERED ON 07.08.2018**

**CONSUMER COURTS**

3316. PROF. SAUGATA ROY:

**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 has ensured that all district and State consumer courts are functioning properly and if so, the details thereof;
- (b) if not, the steps taken for proper functioning of all district and State consumer courts; and
- (c) whether any State Government failed to set up consumer courts and 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) & (b) : As per the provisions of the Consumer Protection Act, 1986, it is the responsibility of the State/UT Governments to establish District Consumer Redressal Fora (District Fora) and State Consumer Disputes Redressal Commissions (State Commission) in the States/UTs and to provide infrastructure as well as manpower for their smooth functioning. However, the Central Government provides financial assistance to the State Governments to ensure basic infrastructural facilities for the smooth functioning of the consumer fora and computer hardware, software and technical manpower to the consumer fora for computerization of their working. The Central Government issues advisories to the State Government/UTs from time to time to fill up the vacancies of President/Member in the consumer fora well in time. In addition, for further strengthening the consumer protection legislation, the Central Government has already introduced the Consumer Protection Bill, 2018 in Parliament, which, inter alia, seeks to provide for several provisions for better and effective adjudication process in the consumer fora. For improvement in the salary structure and method of appointment for the post of Presidents and Members of the consumer Fora, model rules as approved by the Hon'ble Supreme Court have been circulated to all the State Governments for adoption.

(c) : District Fora and State Commissions have been established in all the States/UTs.

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