

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

LOK SABHA
UNSTARRED QUESTION NO. 449
TO BE ANSWERED ON 05.02.2019

FUNCTIONING OF NCDRC

449. ADV. JOICE GEORGE:

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

- (a) whether the National Consumer Disputes Redressal Commission (NCDRC) is functioning well and safeguards consumer rights and if so, the details thereof;
- (b) the details of such cases before the commission for the last five years, Statewise;
- (c) whether huge number of cases are pending before the NCDRC and if so, the details thereof; and
- (d) whether the Government is planning to appoint more judges for avoiding the delay/pendency of cases 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) : Yes Madam. The National Consumer Disputes Redressal Commission (NCDRC) is functioning well as can be seen from the number of cases filed, which, since inception is 126369, out of which 106570 has been disposed. The NCDRC has been safe guarding the interests and rights of the consumers. Complaints where the value of goods or services & compensation claimed is beyond Rs. 1 crore are filed before the NCDRC. It also hears appeals against orders of the State Commissions.

(b) : Details of cases filed in National Commission during the last five years are given below:

2014		2015		2016		2017		2018	
Filed	Disposed	Filed	Disposed.	Filed	Disposed.	Filed	Disposed.	Filed	Disposed.
6806	6668	5943	7259	7759	5688	10719	5838	8939	6151

Since the NCDRC is at the apex level , no state-wise break up is available.

(c) : At present, 19799 cases are pending in National Commission.

(d) : There is no such proposal at present.
