

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

LOK SABHA
UNSTARRED QUESTION NO. 137
TO BE ANSWERED ON 07.12.2022

PENDING CASES IN CONSUMER COURTS

137. SHRI P.V. MIDHUN REDDY:

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 the number of cases pending for hearing before the Consumer Courts across the country, State-wise;
- (b) the reasons for pendency of the cases in consumer courts;
- (c) whether the Government has taken any measures for quick disposal of pending cases; and
- (d) if so, the details thereof and if not, the reasons therefor?

ANSWER

उपभोक्ता मामले, खाद्य और सार्वजनिक वितरण राज्य मंत्री
(श्री अश्विनी कुमार चौबे)

THE MINISTER OF STATE
CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION
(SHRI ASHWINI KUMAR CHOUBEY)

(a) : Details of number of cases pending before State Consumer Dispute Redressal Commission and District Consumer Dispute Redressal Commission is placed at **Annexure**.

(b) to (d) : Vacancy of Presidents/Members in Consumer Commissions across the Country and frequent adjournments are some of the major reasons for pendency of the cases.

The new Consumer Protection Act 2019 provides for establishing Mediation Cells within the premises of Consumer Commissions to work as an Alternate Dispute Resolution (ADR) mechanism and cases may be referred to these Mediation Cells from Consumer Commissions if scope for early settlement exists and parties agree for it. Section 38(7) of the ibid Act also prescribes that every complaint shall be disposed of as expeditiously as possible and endeavour shall be made to decide the complaint within a period of three months from the date of receipt of notice by opposite party where the complaint does not require analysis or testing of commodities and within five months if it requires analysis or testing of commodities.

Under the provisions of the Consumer Protection Act, 2019, it is the responsibility of the State Governments to fill up the vacancies of President and Members in the State Commissions and District Commissions. The Central Government has been continuously taking up with the State Governments/UT Administrations for expeditious filling up of the existing and anticipated vacancies of President and Member of the Consumer Commissions.

The Department of Consumer Affairs along with National Legal Service Authority participated in the National Lok Adalat held on 12.11.2022. Pending consumer cases having the element of mutual settlement were identified and with consent of parties were referred for settlement through National Lok Adalat held on 12th November 2022. Out of 19,497 cases which were listed for settlement, 5930 cases were settled on a single day.

ANNEXURE REFERRED IN REPLY TO PART (a) OF LOK SABHA UNSTARRED QUESTION NO. 137 FOR 07.12.2022 REGARDING CASES IN CONSUMER COURTS.**CASES PENDING IN STATE CONSUMER DISPUTES REDRESSAL COMMISSION**

S. No.	STATE COMMISSIONS	FILED	DISPOSED	PENDING
1	Andaman Nicobar	123	114	9
2	Andhra Pradesh	17060	16296	764
3	Arunachal Pradesh	114	114	0
4	Assam	821	463	358
5	Bihar	2559	797	1762
6	Chandigarh	10215	10066	149
7	Chhattisgarh	13040	12652	388
8	Dadra and Nagar Haveli and Daman and Diu	1	0	1
9	Delhi	27324	20942	6382
10	Goa	1892	1680	212
11	Gujarat	37985	33681	4304
12	Haryana	12750	8060	4690
13	Himachal Pradesh	7227	6664	563
14	Jammu and Kashmir	1799	76	1723
15	Jharkhand	2947	1976	971
16	Karnataka	25665	16661	9004
17	Kerala	15470	11248	4222
18	Ladakh	0	0	0
19	Lakshadweep	2	0	2
20	Madhya Pradesh	31116	22309	8807
21	Maharashtra	72885	46896	25989
22	Manipur	248	212	36
23	Meghalaya	237	227	10
24	Mizoram	78	62	16
25	Nagaland	44	37	7
26	Odisha	7505	4000	3505
27	Puducherry	211	190	21
28	Punjab	30471	29219	1252
29	Rajasthan	36042	32877	3165
30	Sikkim	48	44	4
31	Tamil Nadu	8703	5801	2902
32	Telangana	9198	5123	4075
33	Tripura	392	366	26
34	Uttar Pradesh	84850	64217	20633
35	Uttarakhand	5498	3985	1513
36	West Bengal	22896	19083	3813
TOTAL		487416	376138	111278

CASES PENDING IN DISTRICT CONSUMER DISPUTES REDRESSAL COMMISSION

S. No.	District Commission	FILED	DISPOSED	PENDING
1	Andaman Nicobar	401	364	37
2	Andhra Pradesh	36967	32515	4452
3	Arunachal Pradesh	505	470	35
4	Assam	4837	3052	1785
5	Bihar	31014	10388	20626
6	Chandigarh	23487	19572	3915
7	Chhattisgarh	45807	35214	10593
8	Dadra and Nagar Haveli and Daman and Diu	153	97	56
9	Delhi	52875	32127	20748
10	Goa	3179	2891	288
11	Gujarat	232114	200645	31469
12	Haryana	87464	62026	25438
13	Himachal Pradesh	23690	20380	3310
14	Jammu and Kashmir	1458	541	917
15	Jharkhand	10827	5709	5118
16	Karnataka	183732	173656	10076
17	Kerala	90650	72917	17733
18	Ladakh	0	0	0
19	Lakshadweep	35	10	25
20	Madhya Pradesh	139855	101589	38266
21	Maharashtra	262841	215320	47521
22	Manipur	690	615	75
23	Meghalaya	1211	1113	98
24	Mizoram	578	538	40
25	Nagaland	118	70	48
26	Odisha	33596	19573	14023
27	Pondicherry	738	383	355
28	Punjab	124625	109248	15377
29	Rajasthan	149701	103730	45971
30	Sikkim	204	172	32
31	Tamil Nadu	48525	39530	8995
32	Telangana	62702	57778	4924
33	Tripura	1713	1512	201
34	Uttar Pradesh	188011	107598	80413
35	Uttarakhand	12620	9493	3127
36	West Bengal	64842	51367	13475
GRAND TOTAL		1921765	1492203	429562
