

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

LOK SABHA
UNSTARRED QUESTION NO. 1105
TO BE ANSWERED ON 08.02.2023

COMPLAINTS BY CONSUMER REDRESSAL FORUM

1105. SHRI CHANDESHWAR PRASAD:

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

- (a) the average number of complaints received by the Consumer Redressal Forum related to the consumer grievances during each of the last three years and the current year;
- (b) the average number of such complaints disposed off by the Consumer Redressal Forum during the said period;
- (c) the average time taken by the Consumer Redressal Forum in disposing of each of such complaints during the said period;
- (d) whether the Government has received any suggestions/held consultations with various quarters to improve the functioning of Consumer Redressal Forum during the said period, if so, the details thereof; and
- (e) the other corrective steps taken/being taken by the Government to improve the functioning of Consumer Redressal Forum across the country?

ANSWER

उपभोक्ता मामले, खाद्य और सार्वजनिक वितरण राज्य मंत्री
(साध्वी निरंजन ज्योति)

THE MINISTER OF STATE
CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION
(SADHVI NIRANJAN JYOTI)

(a) to (c) : Details of cases filed during last three years and current years as on 03.02.2023 is as follows:

Year	Cases filed during the year	Cases disposed during the year
2020	116802	57090
2021	145856	96936
2022	169979	177979
2023	13704	14404

Section 38(7) of the Consumer Protection Act, 2019 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.

(d) & (e) : Department of Consumer Affairs regularly interacts with stakeholders including State Governments, Industry Associations, Consumer Organisations, Consumer Law experts through meetings, conferences etc. Department of Consumer Affairs also organises panel discussions during National Consumer Day and World Consumer Rights Day to discuss consumer related issues. Suggestions received through these interactions are implemented by the Central Government to the extent possible.

The e-Daakhil portal has been launched in 34 States/UTs to provide facility to aggrieved consumers to register online consumer complaints in different Consumer Commissions from anywhere in India. It allows consumers to pay the complaints fees online, upload case documents and track the process. The purpose is to provide timely and effective administration and settlement of consumer disputes.

National Legal Service Authority holds National Lok Adalat on regular basis where consumer cases are also taken up. The Department of Consumer Affairs along with National Legal Service Authority participated in the National Lok Adalat held on 12th November, 2022, in which 5930 cases were settled on a single day, out of 19,497 cases listed for settlement.

A special drive, namely, “Grahak Madhyastata Samadhan” was held on 16.12.2022 at consumer commissions across the nation, wherein, the Consumer Commissions independently disposed of the cases through mutual settlement by conducting pre-counseling sessions.
