

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

LOK SABHA
UNSTARRED QUESTION NO. 2431
TO BE ANSWERED ON 15.03.2023

PENDING CASES IN CONSUMER COURTS IN JHARKHAND

2431. DR. NISHIKANT DUBEY: SHRI MANOJ TIWARI:

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

- (a) the number of cases that are pending in consumer courts in the country including Jharkhand;
- (b) the details and reasons for pendency of these cases;
- (c) whether the Government is satisfied with the performance of consumer courts in various States;
and
- (d) if not, the action proposed thereon?

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) : There are presently 5,49,478 cases pending in various consumer commissions of the Country. Out of these, 6,056 are pending in Consumer Commissions of Jharkhand State.

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

(c) & (d) : Consumer Commissions provide a legal framework to consumers for redressal of their complaints at various levels and are thus proving to be helpful to the common consumers in resolving their disputes related to quality of consumer products and various services. For expeditious resolution of grievances, the Consumer Protection Act, 2019 has provisions 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. Similarly, pending cases are also disposed of through Lok Adalats. Provision for filing cases online through e-daakhil has also been introduced in the Consumer Commissions across the country including Jharkhand for speedy and hassle-free resolution of cases.
