

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

**LOK SABHA
UNSTARRED QUESTION NO. 4654 (OIH)
TO BE ANSWERED ON 29.03.2023**

PENDING CASES IN CONSUMER FORUMS

4654. SHRI SANJAY SETH:
(OIH)

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

- (a) the State-wise details of the number of pending cases related to the Consumer Forums at present;
- (b) the district-wise details of number of complaints which have been redressed in Jharkhand through the consumer forums during the last two years;
- (c) the number of guilty institutions against which action has been taken thereunder;
- (d) whether any arrangement has been made for the common public so that they may easily register their complaints with the Consumer Forums; and
- (e) if so, the details thereof?

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 State-wise pendency of consumer cases in Consumer Commissions is given at **Annexure-I**
- (b) : Details of number of cases disposed of by the State Consumer Disputes Redressal Commission and District Consumer Disputes Redressal Commissions of Jharkhand during 2021 and 2022 is given at **Annexure-II**
- (c) to (e) : The Consumer Protection Act, 2019 provides for redressal of the grievances of consumer through specialized quasi-judicial agencies, known as 'Consumer Commissions', that have been established at the District level (District Consumer Disputes Redressal Commission), State level (State Consumer Disputes Redressal Commission) and National level (National Consumer Disputes Redressal Commission), where consumers can file complaints for redressal.

The Act also provides for, inter-alia, simplification of the adjudication process in the Consumer Commissions; filing of a complaint by a consumer in the Consumer Commission having jurisdiction with respect to his place of work/residence irrespective of place of transaction and place of business or residence of the opposite parties; e-filing and e-payment; video conferencing for hearing; deemed admissibility of complaints if admissibility is not decided within 21 days of filing; court monitored mediation to facilitate early disposal of cases; provision of product liability.

The e-Daakhil portal has been launched covering 34 States/UTs to provide facility to all the 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.

ANNEXURE REFERRED IN REPLY TO PART (a) OF LOK SABHA UNSTARRED QUESTION NO. 4654 FOR 29.03.2023 REGARDING PENDING CASES IN CONSUMER COMMISSIONS.

Details of State-wise pendency of consumer cases in Consumer Commissions

S. No.	Name of the State/UTs	FILED	DISPOSED	PENDING
1	Andaman Nicobar	525	481	44
2	Andhra Pradesh	55068	50095	4973
3	Arunachal Pradesh	623	591	32
4	Assam	5780	3691	2089
5	Bihar	35556	12508	23048
6	Chandigarh	34225	30314	3911
7	Chhattisgarh	59736	48733	11003
8	Dadra and Nagar Haveli and Daman and Diu	163	114	49
9	Delhi	82260	56497	25763
10	Goa	5134	4734	400
11	Gujarat	274836	240563	34273
12	Haryana	103993	73469	30524
13	Himachal Pradesh	31748	27531	4217
14	Jammu and Kashmir	3257	617	2640
15	Jharkhand	15411	9374	6037
16	Karnataka	221014	202989	18025
17	Kerala	108575	89375	19200
18	Lakshadweep	37	10	27
19	Madhya Pradesh	175072	129326	45746
20	Maharashtra	343155	269516	73639
21	Manipur	957	863	94
22	Meghalaya	1538	1442	96
23	Mizoram	668	616	52
24	Nagaland	164	111	53
25	Odisha	44073	27551	16522
26	Puducherry	963	598	365
27	Punjab	157125	140849	16276
28	Rajasthan	189194	139171	50023
29	Sikkim	258	220	38
30	Tamil Nadu	59169	48482	10687
31	Telangana	75339	66804	8535
32	Tripura	2166	1973	193
33	Uttar Pradesh	278999	180362	98637
34	Uttarakhand	18585	13969	4616
35	West Bengal	90003	73457	16546
TOTAL		2475369	1946996	528373

ANNEXURE REFERRED IN REPLY TO PART (b) OF LOK SABHA UNSTARRED QUESTION NO. 4654 FOR 29.03.2023 REGARDING PENDING CASES IN CONSUMER COMMISSIONS.

District-wise details of number of complaints redressed in Jharkhand through consumer commission during 2021 and 2022

S. No	State/District Consumer Commission	Cases disposed in last 2 Years (2021 & 2022)
1	State Consumer Disputes Redressal Commission, Ranchi	297
2	Bokaro	518
3	Chatra	23
4	Deoghar	176
5	Dhanbad	167
6	Dumka	72
7	Garhwa	82
8	Giridih	12
9	Godda	58
10	Gumla	47
11	Hazaribag	60
12	Jamtara	23
13	Kodarma	83
14	Kunti	16
15	Latehar	51
16	Lohardaga	48
17	Pakaur	17
18	Palamu	89
19	Pashchimi Singhbhum	102
20	Purbi Singhbhum	241
21	Ramgarh	67
22	Ranchi	262
23	Sahibganj	7
24	Sareikela	31
25	Simdega	30
Total		2579