

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

**LOK SABHA
UNSTARRED QUESTION NO. 925 (OIH)
TO BE ANSWERED ON 08.02.2023**

SPEEDY JUSTICE IN CONSUMER COURTS

925. DR. BHARATIBEN DHIRUBHAI SHIYAL:
(OIH)

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

- (a) whether the Government proposes to organize Lok Adalat on the lines of Fast Track courts for speedy justice in consumer courts;
- (b) if so, the details thereof and if not, the reasons therefor;
- (c) whether it is true that the number of cases in consumer courts has increased each year and if so, the details thereof during the last three years, State-wise; and
- (d) the steps being taken/likely to be taken by the Government to dispose off cases in consumer courts expeditiously?

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) & (b) : 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.

(c) : Detail of number of cases filed during last three years, State-wise is given at **Annexure**.

(d) : A special drive, namely, "Grahak Madhyastata Samadhan" was held on 16.12.2022 at consumer commissions across the nation. In Grahak Madhyastata Samadhan, the Consumer Commissions independently disposed of the cases through mutual settlement by conducting pre-counseling sessions.

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.

For early disposal of cases in Consumer Commissions, the Consumer Protection Act, 2019 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 of cases in Consumer Commissions through e-daakhil portal, 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 (c) OF LOK SABHA UNSTARRED QUESTION NO. 925 FOR 08.02.2023 REGARDING SPEEDY JUSTICE IN CONSUMER COURTS.

Details of number of cases filed during last three years, State-wise as on 02.02.2023.

CONSUMER COMMISSIONS IN STATES	2020	2021	2022
Andaman Nicobar	31	21	23
Andhra Pradesh	1240	1588	2572
Arunachal Pradesh	12	13	22
Assam	260	337	548
Bihar	2178	2593	4905
Chandigarh	1649	2147	2121
Chhattisgarh	3665	3384	2764
Dadra and Nagar Haveli and Daman and Diu	7	12	18
Delhi	2971	3945	4477
Goa	175	262	175
Gujarat	9580	14919	14669
Haryana	9226	10361	11954
Himachal Pradesh	772	1038	2266
Jharkhand	500	659	1867
Karnataka	6905	7025	8912
Kerala	4523	4971	6093
Madhya Pradesh	12814	17409	16285
Maharashtra	13782	20919	22400
Manipur	17	30	74
Meghalaya	21	31	66
Mizoram	36	56	67
Nagaland	7	21	13
Odisha	3194	3416	4085
Puducherry	34	48	45
Punjab	8149	8273	7996
Rajasthan	10552	14774	14778
Sikkim	7	14	22
Tamil Nadu	1956	2465	6937
Telangana	2634	3533	4364
Tripura	134	270	512
Uttar Pradesh	13941	14974	20388
Uttarakhand	1717	1659	2214
West Bengal	4113	4687	6342
TOTAL	116802	145854	169974
