

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

LOK SABHA
UNSTARRED QUESTION NO. 2501
TO BE ANSWERED ON 03.12.2019

CONSUMER REDRESSAL FORUM

2501. SHRI RAHUL RAMESH SHEWALE: SHRI BHARTRUHARI MAHTAB:

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 of 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
(श्री दानवे रावसाहेब दादाराव)

THE MINISTER OF STATE
CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION
(SHRI DANVE RAOSAHEB DADARAO)

(a) to (c) : As per the CONFONET portal, the details of complaints received, disposed and average time taken for disposal of complaints by Consumer Redressal Fora across the country during the last three years and current year are given below:

Year	Complaints Received	Complaints Disposed	Avg. Time for Disposal of a Case
2016	173605	143683	636 Days
2017	169886	141500	683 Days
2018	159524	129152	719 Days
2019	152973	114262	721 Days

(d) & (e) : In March 2018, the National Consumer Disputes Redressal Commission issued regulations for monitoring and supervision of the functioning of the State Commissions and the District Fora. A conference was held on 27th October, 2018 by the Department with the representatives from the State Governments/UTs, National Consumer Disputes Redressal Commission, State Consumer Disputes Redressal Commissions regarding functioning of the Consumer Fora

To meet the infrastructure requirement of the Consumer Fora, the Central Government has been providing financial assistance to the States/UTs for construction of buildings of the Consumer Fora and also for acquiring non-building assets such as furniture, equipment etc. Also, computer hardware/software and technical manpower are provided to the Consumer Fora for computerisation of their functioning.

The Consumer Protection Act, 2019 was notified on 9th August, 2019 to replace the old Consumer Protection Act, 1986. For improvement of the functioning of the Consumer Fora, the new Act contains several provisions with regard to simplification of the adjudication process in the Consumer Commissions such as enhancement of the pecuniary jurisdiction of the Consumer Commissions, filing of complaints from a Consumer Commission having jurisdiction over the place of residence/work of the consumer, review of own orders by the State Commission and the District Commission in the case of error apparent on the face of record, e-filing, video conferencing for hearing, deemed admissibility of complaints if not admitted within twenty-one days, mediation as an alternate consumer dispute resolution mechanism, provision for second appeal only on questions of law, no appeal in cases settled through mediation etc.
