

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

LOK SABHA
UNSTARRED QUESTION NO.3574
TO BE ANSWERED ON 10.12.2019

PENDING CASES BEFORE CONSUMER FORUMS

3574. SHRI DEVUSINH JESINGHBHAI CHAUHAN:

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

- (a) whether any sample analysis has been done by the Ministry about the pendency of cases before different Consumer Forums in the country and if so, the details thereof, sectorwise;
- (b) whether it is true that non-filling up of vacant posts of President and members in District and State Forums is resulting in huge pendency;
- (c) whether the Government has taken or proposed to take action for filling up of these vacant posts; and
- (d) if so, the details thereof and if not, the reasons therefor?

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 (d) : Vacancy of President and Members has resulted in pendency of cases in the State Commissions and the District Fora. Under the provisions of the Consumer Protection Act, 1986, it is the responsibility of the State Governments to fill up the vacancies of President and Members in the State Commissions and District Fora. The Central Government has been writing to the State Governments from time to time for filling up the existing and anticipated vacancies of President and member well in time for the effective functioning of the Consumer Fora.

To reduce the pendency of cases and for smooth functioning of the Consumer Fora, the Central Government provides financial assistance to the States for strengthening the infrastructure of the Consumer Fora and also computer hardware, software and technical manpower to the Consumer Fora for computerization of their working. The Central Government holds annual conference of the Presidents of the State Commissions and Secretaries In-charge of Consumer Affairs of the State /UT Governments to review the functioning of the Consumer Fora in the country, where they are impressed upon to take necessary steps for timely filling up of the vacancies and for reducing the pendency in the Consumer Fora. Further, the National Commission issued regulations in March 2018 regarding supervision and monitoring the functioning of Consumer Fora with a view to improving their functioning.
