

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

**LOK SABHA
UNSTARRED QUESTION NO. 1424
TO BE ANSWERED ON 11.02.2020**

DISPOSAL OF PENDING CONSUMER CASES

1424. SHRI SANJAY KAKA PATIL: SHRI SUDHAKAR TUKARAM SHRANGARE:
SHRI DEVJI M. PATEL: MS. PRATIMA BHOUMIK:
(OIH)

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

- (a) whether the Union Government proposes to increase the number of consumer courts for early disposal of pending cases in consumer courts of the country, if so, the details thereof along with the number of the existing consumer courts at various levels;
- (b) whether a large number of cases are pending in consumer courts across the country and if so, the number of pending cases therein till date, the details thereof, State-wise;
- (c) the reasons for large number of vacancies of chairmen and members in consumer courts across the country and the remedial steps taken by the Government in this regard; and
- (d) whether any special provision has been made or likely to be made by the Union Government for early disposal of such pending cases and if so, the details thereof?

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) : As per the provisions of the Consumer Protection Act, 1986, the State Governments are to establish a State Commission in the state and a District Forum in each district of the State. The State Government may, if it deems fit, establish more than one District Forum in a district. At present, the National Consumer Disputes Redressal Commission, 35 State Commissions and 675 District Consumer Disputes Redressal Fora have been established.

(b) : The details of the pending cases, as per information provided by the National Commission, are given in the **Annexure**.

(c) : As per the provisions of the Consumer Protection Act, 1986, it is the responsibility of the State Government/UT concerned to fill up the vacancies of President and Member in the District Forum and the State Commission. The Central Government has been writing from time to time to the States to initiate advance action for filling up of the existing and anticipated vacancies. As regards National Consumer Disputes Redressal Commission (NCDRC), the Central Government fills up the vacancies of President and Member. Applications have been invited to fill up the vacancies in the NCDRC.

(d) : For monitoring and supervision of the functioning of the State Commissions and the District Fora, the National Commission has issued, with the prior approval of the Central Government, the Consumer Protection (Administrative Control over the State Commission and the District Forum) Regulations, 2018. In addition, various steps are being taken by the National Commission and the State Commissions for speedy disposal of consumer cases by holding Circuit Benches. The National Commission has also constituted Single Member Bench(es) for speedy disposal of cases. Matters of the same / similar nature are being bunched together for disposal. Further, the Consumer Protection Act, 2019, which has been published in Official Gazette on 9th August 2019, provides for simplification of the adjudication process in the Consumer Fora which will reduce the pendency of the cases.

ANNEXURE REFERRED IN REPLY TO PART (b) OF LOK SABHA UNSTARRED QUESTION NO.1424 FOR 11.02.2020 DISPOSAL OF PENDING CONSUMER CASES.

Sl. No.		Cases Pending As on 31/12/2019
	National Commission	21,151
Sl. No.	Name of State	Cases Pending As on 31/12/2019
1	Andhra Pradesh	1448
2	A & N Islands	5
3	Arunachal Pradesh	9
4	Assam	502
5	Bihar	2650
6	Chandigarh	892
7	Chattisgarh	474
8	Daman & Diu and DNH	5
9	Delhi	7830
10	Goa	170
11	Gujarat	5266
12	Haryana	3759
13	Himachal Pradesh	493
14	Jammu & Kashmir	1489
15	Jharkhand	922
16	Karnataka	9818
17	Kerala	2624
18	Lakshadweep	2
19	Madhya Pradesh	11418
20	Maharashtra	18408
21	Manipur	6
22	Meghalaya	15
23	Mizoram	20
24	Nagaland	29
25	Odisha	6978
26	Puducherry	63
27	Punjab	1034
28	Rajasthan	5007
29	Sikkim	5190
30	Tamil Nadu	4381
31	Telangana	2855
32	Tripura	19
33	Uttar Pradesh	25692
34	Uttarakhand	1302
35	West Bengal	5186
	TOTAL	1,25,961

Cases Pending in all District For a state-wise

Sl. No.	Name of State	Cases Pending as on 31/12/2019
1	Andhra Pradesh	2512
2	A & N Islands	47
3	Arunachal Pradesh	29
4	Assam	1421
5	Bihar	15314
6	Chandigarh	1757
7	Chattisgarh	7245
8	Daman & Diu and DNH	1712
9	Delhi	17579
10	Goa	141
11	Gujarat	24715
12	Haryana	11077
13	Himachal Pradesh	2362
14	Jammu & Kashmir	1937
15	Jharkhand	4125
16	Karnataka	9807
17	Kerala	12563
18	Lakshadweep	0
19	Madhya Pradesh	22720
20	Maharashtra	40117
21	Manipur	57
22	Meghalaya	80
23	Mizoram	51
24	Nagaland	54
25	Odisha	11669
26	Puducherry	243
27	Punjab	10887
28	Rajasthan	32228
29	Sikkim	29
30	Tamil Nadu	9261
31	Telangana	5142
32	Tripura	141
33	Uttar Pradesh	84852
34	Uttarakhand	2548
35	West Bengal	11348
	TOTAL	3,45,770
