

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

LOK SABHA
UNSTARRED QUESTION NO. 1545
TO BE ANSWERED ON 20.09.2020

ADJOURNMENT IN CONSUMER COMPLAINTS BY NCDRC

1545. SHRI KOMATI REDDY VENKAT REDDY:

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

- (a) whether it is true that the National Consumer Disputes Redressal Commission (NCDRC) has been issuing long duration of adjournments in consumer complaints under the Consumer Protection Act, 1986 and Consumer Protection Act, 2019;
- (b) if so, the details thereof;
- (c) the number of consumer complaints taken up and disposed by NCDRC during each of the last three years;
- (d) the details of the origin of the number of complaints as on date, State/UT-wise; and
- (e) the number of judges and other judicial staff at work in various consumer affairs tribunals in 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) & (b): The Consumer Protection Act, 2019 and the Consumer Protection (Consumer Commission Procedure) Regulations, 2020 provide for expeditious disposal of cases. To ensure timely disposal of cases it has been provided that adjournment shall be entertained in exceptional circumstances and the reason for the same to be recorded in writing. It has been further provided that in case of a prayer for adjournment under any other circumstances, the Consumer Commission may, unless sufficient cause is shown, impose such cost, as it deems necessary, for granting such adjournment.

(c) : As per data available on CONFONET portal, the details of consumer complaints filed in and disposed of by the National Consumer Disputes Redressal Commission during the last three years is as under:

Year	Filed	Disposed
2017	3907	1303
2018	2839	1405
2019	2459	1435

(d) : The details of the origin of the number of consumer complaints filed in the National Consumer Disputes Redressal Commission, State/UT-wise, is not being maintained.

(e) : As per available information, at present, **534** Presidents and **1140** members are in position in the National Commission, State Commissions and all District Commissions.