

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

**LOK SABHA**  
**UNSTARRED QUESTION NO. 1359**  
**TO BE ANSWERED ON 09.02.2021**

**INCREASING CONSUMER COMPLAINTS**

1359. DR. SUBHAS SARKAR:

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 a fact that the number of consumer complaints have been increasing rapidly every year;
- (b) if so, the details thereof along with the number of such consumer complaints received during the last three years, year-wise and State- wise including West Bengal; and
- (c) the steps taken by the Government to resolve the complaints and redress the grievances of consumers?

**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) : Details of consumer complaints filed in the consumer commissions across the country during the last three years 2018, 2019 and 2020 are given at **Annexure**.

(c) : Under the Consumer Protection Act, 2019, consumers can file complaints against any defect in goods purchased or deficiencies in any services availed including any unfair/restrictive trade practices adopted, through specialized quasi-judicial agencies, commonly known as 'Consumer Commissions', that have been established at the District level (District Commission), State level (State Commission) and National level (National Commission). These Consumer Commissions have been mandated by the law to render simple, inexpensive and speedy adjudication of consumer complaints.

The Consumer Protection Act, 2019, which has come in to force with effect from the 20<sup>th</sup> July, 2020, provides for a number of measures for simplification of the adjudication process in the Consumer Commissions such as filing of complaints electronically and filing complaint in a Consumer Commission that has jurisdiction over the place of residence/work of the consumer, review of their own orders by the Consumer Commissions in the case of error apparent on the face of records, provision of videoconferencing for hearing, deemed admissibility of complaints if not admitted within the prescribed time limit of 21 days etc. To facilitate early disposal of consumer complaints, court annexed mediation has also been provided in the Act.

In addition to the legislative measures, a National Consumer Helpline (NCH) has been set up, which serves as a pre-litigation alternate dispute resolution mechanism, with toll free number 1800-11- 4000 or short code 14404 to handle the consumer grievances. Further, to cater to the needs of consumers of different regions, six Zonal Consumer Helplines have been set up each at Ahmedabad, Bengaluru, Kolkata, Jaipur, Guwahati & Patna to attend to consumer grievances in regional languages.

\*\*\*\*\*

**ANNEXURE REFERRED IN REPLY TO PARTS (a) & (b) OF LOK SABHA UNSTARRED QUESTION NO.1359 FOR 09.02.2021 REGARDING INCREASING CONSUMER COMPLAINTS.****CASES FILED IN DISTRICT COMMISSION FOR THE YEAR 2018-20**

<b>Year</b>	<b>States/ UTs</b>	<b>2018</b>	<b>2019</b>	<b>2020</b>
1.	Andaman & Nicobar Islands (UT)	24	34	29
2.	Andhra Pradesh	1935	1987	1082
3.	Arunachal Pradesh	26	27	5
4.	Assam	406	354	220
5.	Bihar	3023	3242	1635
6.	Chandigarh (UT)	1424	2346	1346
7.	Chhattisgarh	4531	4248	3267
8.	Dadra and Nagar Haveli & Daman & Diu (UT)	8	3	0
9.	Delhi (UT)	4362	4255	2485
10.	Goa	169	182	131
11.	Gujarat	8222	11545	8461
12.	Haryana	7507	11387	8485
13.	Himachal Pradesh	1411	1494	478
14.	Jammu & Kashmir (UT)	413	189	0
15.	Jharkhand	1224	948	352
16.	Karnataka	8911	8888	5594
17.	Kerala	4729	4937	4174
18.	Ladakh (UT)	0	0	0
19.	Lakshadweep (UT)	0	0	0
20.	Madhya Pradesh	8466	12315	10400
21.	Maharashtra	14963	16689	11698
22.	Manipur	18	25	12
23.	Meghalaya	48	39	20
24.	Mizoram	67	49	34
25.	Nagaland	12	11	0
26.	Odisha	2934	3372	2834
27.	Puducherry (UT)	41	54	28
28.	Punjab	8524	9667	7540
29.	Rajasthan	10682	9817	9355
30.	Sikkim	25	27	6
31.	Tamil Nadu	2826	3107	1729
32.	Telangana	2176	2262	1524
33.	Tripura	109	149	118
34.	Uttar Pradesh	16856	18037	13013
35.	Uttarakhand	1172	1358	1523
36.	West Bengal	5088	5517	3409
<b>TOTAL</b>		<b>1,22,332</b>	<b>1,38,550</b>	<b>1,00,987</b>

### CASES FILED IN STATE COMMISSION FOR THE YEAR 2018-20

Year	States/ UTs	2018	2019	2020
1.	Andaman & Nicobar Islands (UT)	2	8	2
2.	Andhra Pradesh	739	540	99
3.	Arunachal Pradesh	11	3	0
4.	Assam	127	72	12
5.	Bihar	168	87	39
6.	Chandigarh (UT)	887	646	303
7.	Chhattisgarh	1190	1090	386
8.	Dadra and Nagar Haveli (UT) & Daman & Diu (UT)	0	0	0
9.	Delhi (UT)	2357	1864	471
10.	Goa	194	129	44
11.	Gujarat	1297	1143	826
12.	Haryana	2236	1624	659
13.	Himachal Pradesh	459	536	195
14.	Jammu & Kashmir	715	172	0
15.	Jharkhand	332	139	37
16.	Karnataka	1692	1930	1298
17.	Kerala	990	616	341
18.	Ladakh (UT)	0	0	0
19.	Lakshadweep (UT)	1	0	0
20.	Madhya Pradesh	829	2831	842
21.	Maharashtra	4433	5869	2140
22.	Manipur	14	10	5
23.	Meghalaya	3	0	0
24.	Mizoram	11	3	2
25.	Nagaland	10	6	1
26.	Odisha	700	542	285
27.	Puducherry (UT)	17	7	66
28.	Punjab	1817	1874	608
29.	Rajasthan	2042	2102	799
30.	Sikkim	5	7	0
31.	Tamil Nadu	862	808	208
32.	Telangana	1029	1100	1091
33.	Tripura	47	52	16
34.	Uttar Pradesh	2904	1984	660
35.	Uttarakhand	331	508	188
36.	West Bengal	2293	2321	703
<b>TOTAL</b>		<b>15,304</b>	<b>13,829</b>	<b>5,401</b>

### CASES FILED IN NATIONAL COMMISSION FOR THE YEAR 2018-20

Year	FILED
<b>2018</b>	8992
<b>2019</b>	7800
<b>2020</b>	3111

\*\*\*\*\*