

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

**LOK SABHA
UNSTARRED QUESTION NO. 2415
TO BE ANSWERED ON 09.03.2021**

PENDING CONSUMER CASES

2415. SHRI MOHANBHAI KALYANJI KUNDARIYA: SHRI KAUSHAL KISHORE:
(OIH)

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

- (a) the number of cases pending for hearing before the Consumer Commissions across the country along with the details thereof, State-wise;
- (b) whether the Government has made any provision for quick disposal of the pending cases;
- (c) if so, the details thereof along with the reasons for pendency of the cases;
- (d) whether vacancies in Consumer Commission is one of the reasons for pendency of the said cases; and
- (e) if so, whether the Government has taken any action to fill the said vacancies and 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) : Details of cases pending in State Consumer Dispute Redressal Commissions State-wise is given at **Annexure-A**.

(b) to (e) : The new Consumer Protection Act 2019 provides for establishing Mediation Cells within the premises of Consumer Commissions to work as an Alternate Dispute Resolution (ADR) mechanism and cases may be referred to these Mediation Cells from Consumer Commissions if scope for early settlement exists and parties agree for it. Section 38(7) of the ibid Act also prescribes that every complaint shall be disposed of as expeditiously as possible and endeavour shall be made to decide the complaint within a period of three months from the date of receipt of notice by opposite party where the complaint does not require analysis or testing of commodities and within five months if it requires analysis or testing of commodities.

Under the provisions of the Consumer Protection Act, 2019, it is the responsibility of the State Governments to fill up the vacancies of President and Members in the State Commissions and District Commissions. The Central Government has been continuously taking up with the State Governments/UT Administrations for expeditious filling up of the existing and anticipated vacancies of President and Member of the Consumer Commissions.

ANNEXURE REFERRED IN REPLY TO PART (a) OF LOK SABHA UNSTARRED QUESTION NO.2415 FOR 09.03.2021 REGARDING PENDING CONSUMER CASES.

STATUS OF PENDING CASES IN STATE COMMISSION AS ON 02.03.2021

S.No.	Commission(s)	Number of cases pending
1.	Andaman & Nicobar (UT)	10
2.	Andhra Pradesh	1096
3.	Arunachal Pradesh	30
4.	Assam	598
5.	Bihar	1920
6.	Chandigarh (UT)	559
7.	Chhattisgarh	370
8.	Daman & Diu (UT)	1
9.	Delhi (UT)	15844
10.	Goa	189
11.	Gujarat	5129
12.	Haryana	5421
13.	Himachal Pradesh	592
14.	Jammu & Kashmir(UT)	1723
15.	Jharkhand	1452
16.	Karnataka	10556
17.	Kerala	5099
18.	Lakshadweep (UT)	2
19.	Madhya Pradesh	19845
20.	Maharashtra	37486
21.	Manipur	36
22.	Meghalaya	100
23.	Mizoram	37
24.	Nagaland	22
25.	Odisha	3799
26.	Puducherry (UT)	65
27.	Punjab	582
28.	Rajasthan	4342
29.	Sikkim	8
30.	Tamil Nadu	4568
31.	Telangana	3684
32.	Tripura	5
33.	Uttar Pradesh	39202
34.	Uttarakhand	1594
35.	West Bengal	4722
