

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

**LOK SABHA**  
**UNSTARRED QUESTION NO. 1658**  
**TO BE ANSWERED ON 08.12.2021**

**VIOLATION OF CONSUMER RIGHTS**

1658. SHRI NALIN KUMAR KATEEL: SHRI MATI SUMALATHA AMBAREESH:  
SHRI D.K.SURESH:

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

- (a) whether the number of cases of violation of consumer rights is increasing in the country;
- (b) if so, the details for the last three years, year wise and state-wise;
- (c) the measures taken to create awareness among consumers to protect their interests; and
- (d) the steps taken against violators of the consumers rights?

**ANSWER**

**उपभोक्ता मामले, खाद्य और सार्वजनिक वितरण राज्य मंत्री**  
**(श्री अश्विनी कुमार चौबे)**

**THE MINISTER OF STATE**  
**CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION**  
**(SHRI ASHWINI KUMAR CHOUBEY)**

(a) & (b) : The details of the cases filed in the Consumer Commission in the country is at **Annexure**.

(c) : Department of Consumer Affairs generates consumer awareness through video spots, banners, hoardings, posters etc. on issues of like salinet features of the Consumer Protection Act, 2019, Packaged Commodities Rules, Hallmarking, consumer grievance redressal mechanism etc. Awareness and advocacy is done inter-alia through the departmental website, Panchayat Bhavans, Common Service Centers etc. Other Central Government Departments like Ministry of Railways & Department of Posts as also State Governments/UT Administrations are also involved in dissemination of consumer awareness messages.

(d) : The Consumer Protection Act, 2019 provides for establishment of a three tier quasi-judicial mechanism – District Consumer Disputes Redressal Commission, State Consumer Disputes Redressal Commission and National Consumer Disputes Redressal Commission, where consumers can file consumer complaints for redressal. The concerned Consumer Commissions adjudicate on these cases and pass orders as per due procedure. Further, the Central Consumer Protection Authority has been created under the provisions of this Act, to inquire into matters that affect the rights of consumers as class.

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## ANNEXURE REFERRED IN REPLY TO PARTS (a) &amp; (b) OF LOK SABHA UNSTARRED QUESTION NO.1658 FOR 08.12.2021 REGARDING VIOLATION OF CONSUMER RIGHTS.

## Complaints received in Consumer Commissions during last three years

S. No.	Name of State	Cases filed in NCDRC/ State Commissions				Cases filed in District Commissions				Grand Total
		2018	2019	2020	Total	2018	2019	2020	Total	
1	NCDRC	8992	7800	3134	<b>19926</b>				<b>0</b>	<b>19926</b>
2	Andaman Nicobar	2	8	2	<b>12</b>	24	34	29	<b>87</b>	<b>99</b>
3	Andhra Pradesh	739	540	100	<b>1379</b>	1929	1981	1111	<b>5021</b>	<b>6400</b>
4	Arunachal Pradesh	11	3	0	<b>14</b>	26	28	9	<b>63</b>	<b>77</b>
5	Assam	127	72	13	<b>212</b>	407	354	220	<b>981</b>	<b>1193</b>
6	Bihar	304	120	60	<b>484</b>	3128	3315	1875	<b>8318</b>	<b>8802</b>
7	Chandigarh	887	646	303	<b>1836</b>	1424	2346	1346	<b>5116</b>	<b>6952</b>
8	Chhattisgarh	1190	1090	386	<b>2666</b>	4541	4252	3281	<b>12074</b>	<b>14740</b>
9	Dadra and Nagar Haveli	0	0	0	<b>0</b>	8	3	0	<b>11</b>	<b>11</b>
10	Daman and Diu	0	0	0	<b>0</b>	0	0	0	<b>0</b>	<b>0</b>
11	Delhi	2357	1864	472	<b>4693</b>	4362	4255	2495	<b>11112</b>	<b>15805</b>
12	Goa	194	129	44	<b>367</b>	169	182	131	<b>482</b>	<b>849</b>
13	Gujarat	1297	1143	826	<b>3266</b>	8244	11690	8755	<b>28689</b>	<b>31955</b>
14	Haryana	2236	1624	659	<b>4519</b>	7505	11471	8565	<b>27541</b>	<b>32060</b>
15	Himachal Pradesh	459	536	195	<b>1190</b>	1410	1514	568	<b>3492</b>	<b>4682</b>
16	Jammu and Kashmir	715	172	0	<b>887</b>	413	189	0	<b>602</b>	<b>1489</b>
17	Jharkhand	332	140	37	<b>509</b>	1224	950	365	<b>2539</b>	<b>3048</b>
18	Karnataka	1876	2003	1298	<b>5177</b>	8911	8891	5609	<b>23411</b>	<b>28588</b>
19	Kerala	990	616	342	<b>1948</b>	4729	4937	4179	<b>13845</b>	<b>15793</b>
20	Lakshadweep	1	0	0	<b>1</b>	0	0	0	<b>0</b>	<b>1</b>
21	Madhya Pradesh	830	2831	942	<b>4603</b>	8584	13002	11911	<b>33497</b>	<b>38100</b>
22	Maharashtra	4433	5874	2160	<b>12467</b>	15230	16994	11978	<b>44202</b>	<b>56669</b>
23	Manipur	14	10	5	<b>29</b>	18	25	12	<b>55</b>	<b>84</b>
24	Meghalaya	3	0	0	<b>3</b>	48	39	20	<b>107</b>	<b>110</b>
25	Mizoram	11	3	2	<b>16</b>	67	49	34	<b>150</b>	<b>166</b>
26	Nagaland	10	6	1	<b>17</b>	13	11	0	<b>24</b>	<b>41</b>
27	Orissa	700	544	285	<b>1529</b>	2934	3372	2846	<b>9152</b>	<b>10681</b>
28	Pondicherry	17	8	6	<b>31</b>	41	54	28	<b>123</b>	<b>154</b>
29	Punjab	1817	1874	608	<b>4299</b>	9324	9672	7560	<b>26556</b>	<b>30855</b>
30	Rajasthan	2042	2102	800	<b>4944</b>	10692	9821	9674	<b>30187</b>	<b>35131</b>
31	Sikkim	5	7	0	<b>12</b>	25	27	7	<b>59</b>	<b>71</b>
32	Tamil Nadu	863	809	208	<b>1880</b>	2826	3107	1758	<b>7691</b>	<b>9571</b>
33	Telangana	1029	1100	1092	<b>3221</b>	2176	2262	1540	<b>5978</b>	<b>9199</b>
34	Tripura	47	52	16	<b>115</b>	109	149	118	<b>376</b>	<b>491</b>
35	Uttar Pradesh	2904	1984	660	<b>5548</b>	16862	18047	13242	<b>48151</b>	<b>53699</b>
36	Uttarakhand	331	508	188	<b>1027</b>	1170	1358	1529	<b>4057</b>	<b>5084</b>
37	West Bengal	2293	2321	703	<b>5317</b>	5088	5517	3410	<b>14015</b>	<b>19332</b>
<b>GRAND TOTAL</b>		<b>40058</b>	<b>38539</b>	<b>15547</b>	<b>94144</b>	<b>123661</b>	<b>139898</b>	<b>104205</b>	<b>367764</b>	<b>461908</b>

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