

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

LOK SABHA
UNSTARRED QUESTION NO. 2909
TO BE ANSWERED ON 15.12.2021

CONSUMER RIGHTS

2909. SHRI JAYANT SINHA:

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

- (a) the details of the steps taken by the Ministry to protect consumer rights across online platforms;
- (b) the disposal rate of cases under the Consumer Protection Act, State-wise, including cases concerning consumer rights on e-platforms; and
- (c) the steps taken by the Ministry to further protect the rights and interests of consumers?

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) to (c) : The Consumer Protection Act, 2019 provides for establishment of a three tier quasi-judicial mechanism – District Consumer Disputes Redressal Commissions (DCDRs), State Consumer Disputes Redressal Commissions (SCDRs) and National Consumer Disputes Redressal Commission (NCDRC), where Consumers can file complaints for redressal including those pertaining to transactions on e-commerce platforms. The statement of disposal rate of cases under the Consumer Protection Act, state-wise is given in the **Annexure**.

Under the provisions for prevention of unfair trade practices in e-commerce of this Act, the Government has notified Consumer Protection (e-commerce) Rules, 2020 to safeguard the interests of consumers. The Government has also set up Central Consumer Protection Authority to inquire into unfair trade practices that affect the rights of consumers as a class.

The National Consumer Helpline (NCH) receives grievances of consumers through telephone, web portal, letters SMS, emails etc. and through the Mobile App. These grievances are taken up with the concerned entities for resolution. In order to facilitate all consumers in filing cases online, the provision for e-daakhil has also been introduced in the Act.

**ANNEXURE STATEMENT REFERRED IN REPLY TO PARTS (a) TO (c) OF LOK SABHA
UNSTARRED QUESTION NO.2909 FOR 15.12.2021 REGARDING CONSUMER RIGHTS.**

Sl. No.	Name of State	% of Disposal SCDRCs	% of Disposal DCDRCs
	National Commission	84.06	
1	Andhra Pradesh	97.38	96.36
2	A & N Islands	93.23	94.42
3	Arunachal Pradesh	98.41	97.29
4	Assam	84.79	91.21
5	Bihar	90.05	84.80
6	Chandigarh	94.21	96.51
7	Chhattisgarh	97.62	84.79
8	Daman & Diu and DNH	80.00	97.25
9	Delhi	85.26	93.08
10	Goa	94.15	97.03
11	Gujarat	91.96	87.43
12	Haryana	92.27	92.55
13	Himachal Pradesh	95.36	96.20
14	Jammu & Kashmir	83.53	90.68
15	Jharkhand	86.01	89.98
16	Karnataka	84.68	95.20
17	Kerala	91.24	93.38
18	Lakshadweep	89.47	100.00
19	Madhya Pradesh	81.83	86.64
20	Maharashtra	80.07	90.21
21	Manipur	96.47	95.61
22	Meghalaya	95.00	92.04
23	Mizoram	91.67	98.39
24	Nagaland	54.90	14.15
25	Odisha	78.20	90.18
26	Puducherry	94.52	90.79
27	Punjab	98.78	92.92
28	Rajasthan	95.07	89.97
29	Sikkim	95.29	94.30
30	Tamil Nadu	87.88	90.52
31	Telangana	40.51	94.64
32	Tripura	99.69	94.54
33	Uttar Pradesh	73.38	86.04
34	Uttarakhand	79.63	93.31
35	West Bengal	86.98	88.41
