

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

**LOK SABHA  
UNSTARRED QUESTION NO.1708 (OIH)  
TO BE ANSWERED ON 27.07.2022**

**PENDING CASES IN CONSUMER COURTS**

1708. SHRI MITESH RAMESHBHAI PATEL (BAKABHAI):  
SHRIMATI SHARDABEN ANILBHAI PATEL:  
(OIH)

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

- the number of pending cases in Consumer Courts in Gujarat;
- whether the Government is satisfied with the performance of the Consumer Courts in the State; and
- if not, the details of the action proposed to be taken thereof?

**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) : As per the data provided by Gujarat Govt., the details of cases filed in consumer commissions in Gujarat as on 30.06.2022 are given below:

Filed	Disposed	Pendency	Disposal Percentage
345862	304288	41574	88%

(b) & (c) : Consumer Commissions provide a legal framework to consumers for redressal of their complaints at various levels and are thus proving to be helpful to the common consumers in resolving their disputes related to quality of consumer products and various services. For expeditious resolution of grievances, the Consumer Protection Act, 2019 also has provisions 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. Similarly, cases are also disposed of through Lok Adalats. Provision for filing cases online through e-daakhil has also been introduced in the Consumer Commissions across the country including Gujarat for speedy and hassle-free resolution of cases.