

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

LOK SABHA
UNSTARRED QUESTION NO. 2660
TO BE ANSWERED ON 07.08.2024

DISPUTES FACED BY HOME-BUYERS

2660. SHRI C M RAMESH:

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

- (a) whether the Government is aware that problems/disputes are being faced by home buyers due to different builder-buyer-agreements in different States and if so, the details thereof;
- (b) whether it is true that the Government has constituted a Committee to work on Model Builder-Buyer agreement for builders and real estate developers and if so, the details thereof;
- (c) whether it is also true that there are more than 50,000 cases relating to real estate dealings are pending in consumer courts; and
- (d) if so, the details thereof, State-wise, and efforts being made to resolve them in a time-bound manner?

ANSWER

उपभोक्ता मामले, खाद्य और सार्वजनिक वितरण राज्य मंत्री
(श्री बी.एल. वर्मा)

THE MINISTER OF STATE
CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION
(SHRI B.L. VERMA)

(a) to (d) : The Consumer Protection Act, 2019 provides for three tier quasi-judicial machinery at District, State and Central levels commonly known as “Consumer Commissions” for protection of the rights of consumers and to provide simple and speedy redressal of consumer disputes.

The Act provides for, inter-alia, simplification of the adjudication process in the Consumer Commissions; filing of a complaint by a consumer in the Consumer Commission having jurisdiction over the complainant’s place of residence/work or where the cause of action arises, or the place of business or residence of the opposite parties; virtual hearing; deemed admissibility of complaints if admissibility is not decided within 21 days of filing etc.

Section 38(7) of the Consumer Protection Act, 2019 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.

The e-Daakhil portal has been launched in 35 States/UTs to provide facility to aggrieved consumers to register online consumer complaints in different Consumer Commissions from anywhere in India.

Further, Video Conferencing facility has been provided in Consumer Commissions at National and State level considering the geographical spread of consumer commissions and the difficulties faced by consumers in attending hearings due to distance, time and cost implications. This initiative is in sync with the digital transformation of the Indian legal system bringing the justice at the doorstep of the consumer. Consumer Commissions also take benefits of the National Lok Adalats, organized by the National Legal Services Authority, to provide quick settlement of consumer disputes by bringing together disputing parties in a more informal and conciliatory setting. Programs like Grahak Madhyasthata Samadhan further enhance these efforts by offering structured platforms for mediation, thereby ensuring that consumer grievances are addressed promptly and efficiently.

State-wise details of cases pending in consumer commission relating to real estate are at **Annexure**.

ANNEXURE**ANNEXURE REFERRED TO IN REPLY TO PARTS (a) TO (d) OF THE LOK SABHA UNSTARRED QUESTION NO. 2660 TO BE ANSWERED ON 07.08.2024 REGARDING “DISPUTES FACED BY HOME-BUYERS”**
-----**State-wise details of cases pending in consumer commission relating to real estate****As on 30-07-2024**

S. No.	State Name	Filed	Disposed	Pending
1.	NCDRC	32500	24975	7525
2.	Andaman Nicobar	5	3	2
3.	Andhra Pradesh	5453	4961	492
4.	Arunachal Pradesh	3	3	0
5.	Assam	76	41	35
6.	Bihar	220	121	99
7.	Chandigarh	6038	5285	753
8.	Chhattisgarh	3042	2654	388
9.	D&N Haveli and Daman and Diu	2	2	0
10.	Delhi	12382	8607	3775
11.	Goa	1424	1279	145
12.	Gujarat	7571	7094	477
13.	Haryana	8182	6104	2078
14.	Himachal Pradesh	339	325	14
15.	Jammu and Kashmir	26	10	16
16.	Jharkhand	219	124	95
17.	Karnataka	18544	17156	1388
18.	Kerala	1939	1580	359
19.	Lakshadweep	1	1	0
20.	Madhya Pradesh	6715	5725	990
21.	Maharashtra	72861	54581	18280
22.	Manipur	6	5	1
23.	Meghalaya	6	6	0
24.	Mizoram	2	2	0
25.	Odisha	706	494	212
26.	Pudducherry	46	38	8
27.	Punjab	10216	9123	1093
28.	Rajasthan	7130	5304	1826
29.	Sikkim	1	1	0
30.	Tamil Nadu	2883	2590	293
31.	Telangana	6399	5548	851
32.	Tripura	17	17	0
33.	Uttar Pradesh	15257	12277	2980
34.	Uttarakhand	495	420	75
35.	West Bengal	24107	18099	6008
	Total	244813	194555	50258
