

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

**LOK SABHA**  
**UNSTARRED QUESTION NO.443**  
**TO BE ANSWERED ON 27.11.2024**

**CONSUMER PROTECTION ACT**

443. DR. KADIYAM KAVYA:

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

- (a) whether consumer courts in the country are strictly following the Consumer Protection Act which stipulates three months (90 days) for resolution of complaints by the Consumer Commissions; and
- (b) if so, the details of pending cases along with average adjournment period (in days) in Telangana for the last three years, year-wise and if not, the reasons therefor?

**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) : Department of Consumer Affairs is continuously working for consumer protection and empowerment of consumers by enactment of progressive legislations. With a view to modernize the framework governing the consumer protection in the new era of globalization, technologies, e-commerce markets etc Consumer Protection Act, 1986 was repealed and Consumer Protection Act 2019 was enacted.

The Consumer Protection Act, 2019 provides for a 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.

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

To serve the interest of speedy justice to the end consumers, Consumer Protection Act states that no adjournment shall ordinarily be granted by the consumer commissions unless sufficient cause is shown and the reasons for grant of adjournment have been recorded in writing by the Commission.

(b) : As on 22.11.2024, the total number of consumer cases pending in the consumer commissions of Telangana are 8,021.

The details of cases filed and disposed off during last three years in Telangana are as follows:

<b>Year</b>	<b>Cases filed during the year</b>	<b>Cases disposed during the year (also includes the cases disposed which were filed in the previous years)</b>
2022	4,416	5,395
2023	4,001	4,581
2024 (upto 22.11.2024)	3,540	3,644
<b>TOTAL</b>	<b>11,957</b>	<b>13,620</b>

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