

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

**LOK SABHA**  
**UNSTARRED QUESTION NO. 1639**  
**TO BE ANSWERED ON 30.07.2025**

**NCDRC**

1639. SHRI BHOJRAJ NAG:  
(OIH) SHRI DAMODAR AGRAWAL:  
SMT. KAMLESH JANGDE:  
SHRI CHAVDA VINOD LAKHAMSHI:

Will the Minister of **CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION** be pleased to state:

- (a) whether the National Consumer Disputes Redressal Commission (NCDRC) exists in all the States of the country;
- (b) if so, the details thereof including number and location of Consumer Courts located in the country especially in Chhattisgarh;
- (c) the details of efforts being made by the Government to simplify the procedure for filing complaints of consumers and to ensure their speedy disposal in the NCDRC;
- (d) the details of cases lying pending with NCDRC across the country for the last three years and whether the Government has taken any steps for speedy disposal of pending cases; and
- (e) if so, the details thereof and if not, the reasons therefor?

**ANSWER**

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

(a) to (e) : 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 Consumer Protection Act, 1986 was repealed and Consumer Protection Act, 2019 was enacted.

Salient features of the new Consumer Protection Act, 2019 are establishment of a Central Consumer Protection Authority(CCPA); simplification of the adjudication process in the Consumer Commissions such as enhancing pecuniary jurisdiction of the Consumer Commissions, online filing of complaint from the Consumer Commission having jurisdiction over the place of work/residence of the consumer irrespective of the place of transaction, videoconferencing for hearing, deemed admissibility of complaints if admissibility is not decided within 21 days of filing; provision of product liability; penal provisions for manufacture/sale of adulterated products/spurious goods; provision for making rules for prevention of unfair trade practice in e-commerce and direct selling.

The Consumer Protection Act, 2019 provides for a three tier quasi-judicial machinery at District, State and National level commonly known as “Consumer Commissions” for protection of the rights of consumers and to provide simple and speedy redressal of consumer disputes including those related with unfair trade practices. The Consumer Commissions are empowered to give relief of a specific nature and award compensation to consumers, wherever appropriate.

At present, there is one National Consumer Disputes Redressal Commission (NCDRC) at the national level and thirty five State Consumer Disputes Redressal Commissions at the state level. The number of District Consumer Disputes Redressal Commissions (State-wise) is at **Annexure**.

The consumer cases filed and disposed by the NCDRC since last three years are as follows :-

<b>Filing 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	3,655	4,054
2023	5,816	6,125
2024	4,546	6,953
2025	1,856	2,370
<b>Total</b>	<b>15,873</b>	<b>19,502</b>

Further, as per 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.

Besides providing VC facilities to 10 benches of the National Consumer Disputes Redressal Commission (NCDRC) and 35 benches of State Consumer Disputes Redressal Commissions (SCDRCs), an e-Jagriti portal has been developed to enhance consumer grievance redressal through a micro-service architecture, Artificial Intelligence / Machine Learning integration and latest features like faceless onboarding and role-based dashboards. It unifies existing applications (OCMS, e-Daakhil, NCDRC CMS, CONFONET application) into a single, scalable system that significantly benefit consumers by enabling them to file complaints seamlessly from anywhere, anytime, with multi-lingual support. The integrated platform streamlines the grievance redressal process, offering faster resolution and enhanced transparency.

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**ANNEXURE REFERRED TO IN REPLY TO PARTS (a) to (e) OF THE LOK SABHA UNSTARRED QUESTION NO. 1639 TO BE ANSWERED ON 30.07.2025 REGARDING NCDRC.**

<b>S. No.</b>	<b>Name of State/UT</b>	<b>No. of District Commissions</b>
1.	A&N Island (UT)	1
2.	Andhra Pradesh	17
3.	Arunachal Pradesh	25
4.	Assam	23
5.	Bihar	38
6.	Chandigarh (UT)	2
7.	Chhattisgarh	27
8.	D&N Haveli and D&D (UT)	1
9.	Delhi (UT)	10
10.	Goa	2
11.	Gujarat	38
12.	J&K (UT)	10
13.	Kerala	14
14.	Lakshadweep (UT)	1
15.	Haryana	22
16.	Himachal Pradesh	12
17.	Jharkhand	24
18.	Karnataka	33
19.	Madhya Pradesh	48
20.	Maharashtra	40
21.	Manipur	3
22.	Meghalaya	7
23.	Mizoram	11
24.	Nagaland	11
25.	Odisha	30
26.	Puducherry (UT)	1
27.	Punjab	23
28.	Rajasthan	37
29.	Sikkim	6
30.	Tamil Nadu	32
31.	Telangana	12
32.	Tripura	4
33.	Uttarakhand	13
34.	Uttar Pradesh	79
35.	West Bengal	28
<b>Total</b>		<b>685</b>

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