

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

LOK SABHA
UNSTARRED QUESTION NO.1755
TO BE ANSWERED ON 30.07.2025

DISPOSAL OF PENDING CASES IN CONSUMER COMMISSIONS

1755. SHRI PRADEEP PUROHIT:
SHRI RAJKUMAR CHAHAR:
SHRI ALOK SHARMA:

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

- (a) the details of pending cases in Consumer Commissions in the country especially in Odisha and Madhya Pradesh during the last three years;
- (b) whether the Government has taken any measures for quick disposal of pending cases;
- (c) if so, the details thereof; and
- (d) if not, the reasons therefore?

ANSWER

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

(a) : The details of consumer cases filed and disposed by the consumer commissions, including Odisha and Madhya Pradesh, since last three years are at **Annexure**.

(b) to (d) : 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 Consumer Protection Act, 1986 was repealed and Consumer Protection Act, 2019 was enacted.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.

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.

ANNEXURE REFERRED TO IN REPLY TO PART (a) OF THE LOK SABHA UNSTARRED QUESTION NO. 1755 TO BE ANSWERED ON 30.07.2025 REGARDING DISPOSAL OF PENDING CASES IN CONSUMER COMMISSIONS.

S. No.	State Name	2022		2023		2024		2025	
		Filed	Disposed	Filed	Disposed	Filed	Disposed	Filed	Disposed
1	NCDRC	3,655	4,054	5,816	6,125	4,546	6,953	1,856	2,370
2	ANDAMAN AND NICOBAR ISLANDS	23	36	8	2	11	1	5	1
3	ANDHRA PRADESH	2,678	3,372	3,398	3,942	3,434	2,672	1,802	1,044
4	ARUNACHAL PRADESH	25	19	39	30	40	26	10	11
5	ASSAM	554	608	553	511	552	552	252	212
6	BIHAR	5,277	3,047	4,279	4,874	3,928	3,293	1,591	1,340
7	CHANDIGARH	2,135	1,655	1,782	2,625	1,741	1,902	805	554
8	CHHATTISGARH	2,829	2,356	3,403	4,662	3,077	4,817	1,527	2,241
9	DELHI	5,031	5,106	6,063	8,545	6,418	6,525	2,017	1,983
10	GOA	177	178	219	365	285	231	161	107
11	GUJARAT	14,676	16,143	17,634	17,226	18,152	12,583	8,239	5,509
12	HARYANA	11,959	9,002	13,251	11,795	13,214	9,674	6,690	4,532
13	HIMACHAL PRADESH	2,267	1,796	2,415	2,104	2,280	2,154	1,277	820
14	JAMMU AND KASHMIR	12	0	31	3	46	160	4	0
15	JHARKHAND	1,923	2,106	1,703	2,028	1,389	1,387	503	427
16	KARNATAKA	9,035	11,939	10,435	12,538	11,872	10,244	5,323	4,890
17	KERALA	6,121	7,198	8,473	6,700	12,003	6,778	5,401	4,101
18	LAKSHADWEEP	0	0	4	0	2	2	0	0
19	MADHYA PRADESH	16,340	21,091	11,976	18,309	10,624	14,885	4,938	6,369
20	MAHARASHTRA	22,607	16,757	18,523	7,632	15,918	14,939	7,245	4,940
21	MANIPUR	74	60	50	62	91	35	62	41
22	MEGHALAYA	67	186	55	60	68	50	31	21
23	MIZORAM	67	108	64	53	99	67	74	25
24	NAGALAND	15	16	14	15	28	3	13	2
25	ODISHA	4,105	5,206	5,924	7,174	5,844	4,911	2,347	1,716
26	PUDUCHERRY	45	55	95	145	157	169	83	76
27	PUNJAB	8,151	8,173	6,966	8,652	8,536	6,815	3,420	3,058
28	RAJASTHAN	14,812	11,491	13,662	12,341	12,397	10,741	5,754	5,028
29	SIKKIM	27	10	56	26	87	29	8	1
30	TAMIL NADU	7,086	10,026	7,348	9,079	8,224	7,494	3,187	2,324
31	TELANGANA	4,378	5,390	3,972	4,571	4,405	3,974	1,823	1,477
32	THE DADRA AND NAGAR HAVELI AND DAMAN AND DIU	19	2	31	0	19	0	0	0
33	TRIPURA	512	596	225	256	243	162	109	63
34	UTTARAKHAND	2,217	2,224	1,102	929	709	548	464	1,185
35	UTTAR PRADESH	20,428	25,782	19,023	25,657	17,733	19,630	9,104	7,554
36	WEST BENGAL	6,353	7,080	5,692	6,743	5,009	3,915	1,906	1,515
	Total	175,680	182,868	174,284	185,779	173,181	158,321	78,031	65,537
