

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

**LOK SABHA**  
**UNSTARRED QUESTION NO. 4599**  
**TO BE ANSWERED ON 20.08.2025**

**FUNCTIONING OF CONSUMER DISPUTES REDRESSAL COMMISSIONS**

4599. DR. BHOLA SINGH:

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

- (a) the number of consumer complaints registered and resolved since 2020, year and Statewise;
- (b) the details of the major measures undertaken by the Government to ensure speedy disposal of consumer complaints;
- (c) whether Consumer Disputes Redressal Commissions are functional in all States and Union Territories;
- (d) if so, the total number and locations of such Commissions currently operational across the country;
- (e) whether the Government has introduced digital platforms to simplify the process of filing and tracking complaints; and
- (f) if so, the details thereof?

**ANSWER**

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

(a) to (f) : 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in the new era of globalization, technologies, e-commerce markets etc., the Consumer Protection Act, 1986 was repealed and Consumer Protection Act, 2019 was enacted.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-I**. The details of the consumer cases filed and disposed by the consumer commissions since 2020, year and State-wise is at **Annexure-II**.

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-I**

**ANNEXURE REFERRED TO IN REPLY TO PARTS (a) to (f) OF THE LOK SABHA UNSTARRED QUESTION NO. 4599 TO BE ANSWERED ON 20.08.2025 REGARDING FUNCTIONING OF CONSUMER DISPUTES REDRESSAL COMMISSIONS.**

-----

S. No.	Name of State/UT	No. of District Commissions
<b>STATES</b>		
1.	Andhra Pradesh	17
2.	Arunachal Pradesh	25
3.	Assam	23
4.	Bihar	38
5.	Chhattisgarh	27
6.	Goa	2
7.	Gujarat	38
8.	Kerala	14
9.	Haryana	22
10.	Himachal Pradesh	12
11.	Jharkhand	24
12.	Karnataka	33
13.	Madhya Pradesh	48
14.	Maharashtra	40
15.	Manipur	3
16.	Meghalaya	7
17.	Mizoram	11
18.	Nagaland	11
19.	Odisha	30
20.	Punjab	23
21.	Rajasthan	37
22.	Sikkim	6
23.	Tamil Nadu	32
24.	Telangana	12
25.	Tripura	4
26.	Uttarakhand	13
27.	Uttar Pradesh	79
28.	West Bengal	28
<b>UNION TERRITORIES</b>		
1.	A&N Island	1
2.	Chandigarh	2
3.	D&N Haveli and D&D	1
4.	Delhi	10
5.	Jammu & Kashmir	10
6.	Ladakh	0
7.	Lakshadweep	1
8.	Puducherry	1
<b>Total</b>		<b>685</b>

**ANNEXURE-II****ANNEXURE REFERRED TO IN REPLY TO PARTS (a) to (f) OF THE LOK SABHA UNSTARRED QUESTION NO. 4599 TO BE ANSWERED ON 20.08.2025 REGARDING FUNCTIONING OF CONSUMER DISPUTES REDRESSAL COMMISSIONS.**

S. No.	State / UT Name	2020		2021		2022		2023		2024		2025 (upto 24 <sup>th</sup> July)	
		Filed	Disposed (also includes the cases disposed which were filed in the previous years)	Filed	Disposed (also includes the cases disposed which were filed in the previous years)	Filed	Disposed (also includes the cases disposed which were filed in the previous years)	Filed	Disposed (also includes the cases disposed which were filed in the previous years)	Filed	Disposed (also includes the cases disposed which were filed in the previous years)	Filed	Disposed (also includes the cases disposed which were filed in the previous years)
1.	NCDRC	3,157	3,003	2,697	1,965	3,655	4,054	5,816	6,125	4,546	6,953	1,856	2,370
<b>STATES</b>													
1.	ANDHRA PRADESH	1,268	713	1,648	471	2,678	3,372	3,398	3,942	3,434	2,672	1,802	1,044
2.	ARUNACHAL PRADESH	13	9	14	9	25	19	39	30	40	26	10	11
3.	ASSAM	259	152	335	213	554	608	553	511	552	552	252	212
4.	BIHAR	2,299	568	2,745	808	5,277	3,047	4,279	4,874	3,928	3,293	1,591	1,340
5.	CHHATTISGARH	3,715	2,471	3,464	2,147	2,829	2,356	3,403	4,662	3,077	4,817	1,527	2,241
6.	GOA	176	115	271	183	177	178	219	365	285	231	161	107
7.	GUJARAT	9,584	4,777	14,944	9,751	14,676	16,143	17,634	17,226	18,152	12,583	8,239	5,509
8.	HARYANA	9,228	2,662	10,364	4,567	11,959	9,002	13,251	11,795	13,214	9,674	6,690	4,532
9.	HIMACHAL PRADESH	772	538	1,038	811	2,267	1,796	2,415	2,104	2,280	2,154	1,277	820
10.	JHARKHAND	500	67	678	76	1,923	2,106	1,703	2,028	1,389	1,387	503	427
11.	KARNATAKA	6,964	5,762	7,066	7,968	9,035	11,939	10,435	12,538	11,872	10,244	5,323	4,890
12.	KERALA	4,524	2,422	4,974	3,719	6,121	7,198	8,473	6,700	12,003	6,778	5,401	4,101
13.	MADHYA PRADESH	12,842	5,405	17,449	9,158	16,340	21,091	11,976	18,309	10,624	14,885	4,938	6,369
14.	MAHARASHTRA	14,147	6,096	20,987	13,073	22,607	16,757	18,523	7,632	15,918	14,939	7,245	4,940
15.	MANIPUR	17	13	30	18	74	60	50	62	91	35	62	41
16.	MEGHALAYA	21	9	31	20	67	186	55	60	68	50	31	21
17.	MIZORAM	36	85	56	113	67	108	64	53	99	67	74	25
18.	NAGALAND	7	2	21	3	15	16	14	15	28	3	13	2
19.	ODISHA	3,191	1,797	3,426	2,562	4,105	5,206	5,924	7,174	5,844	4,911	2,347	1,716
20.	PUNJAB	8,314	5,216	8,478	8,821	8,151	8,173	6,966	8,652	8,536	6,815	3,420	3,058
21.	RAJASTHAN	10,549	5,119	14,775	11,341	14,812	11,491	13,662	12,341	12,397	10,741	5,754	5,028
22.	SIKKIM	7	14	16	19	27	10	56	26	87	29	8	1
23.	TAMIL NADU	2,000	1,291	2,485	1,231	7,086	10,026	7,348	9,079	8,224	7,494	3,187	2,324
24.	TELANGANA	2,640	2,018	3,533	2,566	4,378	5,390	3,972	4,571	4,405	3,974	1,823	1,477
25.	TRIPURA	134	79	270	182	512	596	225	256	243	162	109	63
26.	UTTARAKHAND	1,717	1,321	1,659	1,327	2,217	2,224	1,102	929	709	548	464	1,185
27.	UTTAR PRADESH	13,947	4,433	14,988	13,414	20,428	25,782	19,023	25,657	17,733	19,630	9,104	7,554
28.	WEST BENGAL	4,113	1,879	4,687	2,219	6,353	7,080	5,692	6,743	5,009	3,915	1,906	1,515

S. No.	State / UT Name	2020		2021		2022		2023		2024		2025 (upto 24 <sup>th</sup> July)	
		Filed	Disposed (also includes the cases disposed which were filed in the previous years)	Filed	Disposed (also includes the cases disposed which were filed in the previous years)	Filed	Disposed (also includes the cases disposed which were filed in the previous years)	Filed	Disposed (also includes the cases disposed which were filed in the previous years)	Filed	Disposed (also includes the cases disposed which were filed in the previous years)	Filed	Disposed (also includes the cases disposed which were filed in the previous years)
UNION TERRITORIES													
1	ANDAMAN AND NICOBAR ISLANDS	31	18	21	24	23	36	8	2	11	1	5	1
2	CHANDIGARH	1,648	942	2,149	1,180	2,135	1,655	1,782	2,625	1,741	1,902	805	554
3	D&N HAVELI AND D&D	7	0	12	0	19	2	31	0	19	0	0	0
4	DELHI	2,983	1,748	4,053	1,778	5,031	5,106	6,063	8,545	6,418	6,525	2,017	1,983
5	JAMMU AND KASHMIR	0	0	0	0	12	0	31	3	46	160	4	0
6	LADAKH	0	0	0	0	0	0	0	0	0	0	0	0
7	LAKSHADWEEP	0	0	0	0	0	0	4	0	2	2	0	0
8	PUDUCHERRY	35	2	48	2	45	55	95	145	157	169	83	76
	Total	1,20,845	60,746	1,49,412	1,01,739	175,680	182,868	174,284	185,779	173,181	158,321	78,031	65,537

\*\*\*\*\*