

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

**LOK SABHA  
UNSTARRED QUESTION NO. 661  
TO BE ANSWERED ON 23.07.2025**

**DISTRICT LEVEL CONSUMER GRIEVANCE REDRESSAL COMMISSION IN DAMAN**

661. SHRI PATEL UMESHBHAI BABUBHAI:  
(OIH)

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

- (a) whether any District Level Consumer Grievance Redressal Commission is functional in Daman;
- (b) if so, the details of its functions;
- (c) the names of chairperson and the members of said Commission, in case it is functional;
- (d) the number of complaints/cases registered by the Commission during the last five years including the number of complaints/cases disposed of;
- (e) the number of cases in which appeals have been filed against the decision of the Commission along with the details thereof; and
- (f) whether it is not a violation of the provisions of the Consumer Protection Act-2019, in case of the said Commission is not functional and if so, the details thereof including the steps taken by the Government in this regard?

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

(a) to (f) : 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.

The District Consumer Disputes Redressal Commission (DCDRC) have jurisdiction to entertain complaints where the value of the goods or services paid as consideration does not exceed fifty lakh rupees.

At present, the post of President, DCDRC, Daman is vacant and Shri Ashwini S. Agrawal is working as Member, DCDRC, Daman. The filling up of the vacancies in the Consumer Commissions is an ongoing process. Under the provisions of the Consumer Protection Act, 2019, it is the responsibility of the State Governments to fill up the vacancies of President and Members in the State Commissions and District Commissions. Further, as per Rule 6(4) of the Consumer Protection (Qualification for appointment, method of recruitment, procedure of appointment, term of office, resignation and removal of the President and members of the State Commission and District Commission) Rules, 2020, the process of appointments shall be initiated by the State Government atleast 6 months before the vacancy arises. Also, the Central Government has been continuously taking up with the State Governments/UT Administrations for expeditious filling up of the existing and anticipated vacancies of President and Members of the Consumer Commissions.

The complaints filed and disposed in Daman District Consumer Disputes Redressal Commission during the last five years are 48 and 04 respectively and no appeals were filed thereof.

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