

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

LOK SABHA
UNSTARRED QUESTION NO. 547
TO BE ANSWERED ON 03.12.2025

STRENGTHENING THE FUNCTIONING OF STATE AND DISTRICT CONSUMER COMMISSIONS

547. SHRI PARSHOTTAMBHAI RUPALA:

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

- (a) the details of the actions that have been undertaken by the Government in coordination with State Governments to establish appropriate Fee Structures for Petitioners based on the Merits and nature of each case and to ensure timely revision of such Fees by the State Consumer Commissions so as to reduce the financial burden on the Government treasury;
- (b) whether any measures have been taken by the Government to expedite the filling of vacant posts in State and District Consumer Commissions and if so, the details thereof;
- (c) whether the Government has implemented or proposes to implement mechanisms to provide free and quality Legal assistance to poor; and
- (d) if so, the details thereof?

ANSWER

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in the new era of globalization, technologies, e-commerce markets etc., the Consumer Protection Act, 1986 was repealed and Consumer Protection Act, 2019 was enacted.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 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.

In exercise of the powers conferred under the Act, the Central Government has notified the Consumer Protection (Consumer Disputes Redressal Commissions) Rules, 2020 and has further amended them through subsequent notifications, including the Consumer Protection (Consumer Disputes Redressal Commissions) Amendment Rules, 2023. These rules prescribe a uniform and graded fee structure for filing complaints before Consumer Commissions, based on the value of goods or services paid as consideration.

The revised fee slabs are as follows :

Sl. No.	Value of goods or services paid as consideration	Amount of fee payable
(1)	Upto Rupees Five Lakh	Nil
(2)	Above Rupees Five Lakh and upto Rupees Ten Lakh	Rs. 200
(3)	Above Rupees Ten Lakh and upto Rupees Twenty Lakh	Rs. 400
(4)	Above Rupees Twenty Lakh and upto Rupees Fifty Lakh	Rs. 1000
(5)	Above Rupees Fifty Lakh and upto Rupees One Crore	Rs. 2000
(6)	Above Rupees One Crore and upto Rupees Two Crore	Rs. 2500
(7)	Above Rupees Two Crore and upto Rupees Four Crore	Rs. 3000
(8)	Above Rupees Four Crore and upto Rupees Six Crore	Rs. 4000
(9)	Above Rupees Six Crore and upto Rupees Eight Crore	Rs. 5000
(10)	Above Rupees Eight Crore and upto Rupees Ten Crore	Rs. 6000
(11)	Above Rupees Ten Crore	Rs. 7500

(b): 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 the matter with the State Governments/UT Administrations for expeditious filling up of the existing and anticipated vacancies of President and Members of the Consumer Commissions.

As per Section 32 of the Consumer Protection Act, 2019, if, at any time, there is a vacancy in the office of the President or Member of the District Commission, the State Government may, by notification, direct -

- a) any other District Commission specified in that notification to exercise the jurisdiction in respect of that district also; or
- b) the President or a member of any other District Commission specified in that notification to exercise the powers and discharge the functions of the President or member of that District Commission also.

(c) & (d): The National Legal Services Authority (NALSA) and other Legal Services Institutions at Supreme Court, State, High Court, District and Taluk levels have been established under the Legal Services Authorities Act, 1987 to provide competent legal services to the weaker sections of the society and to organise Lok Adalats for amicable settlement of resolution of disputes.

With the aim of promoting access to justice to people belonging to different socio-economic, cultural backgrounds, NALSA through the other Legal Services Institutions delivers legal services to specific categories of the marginalized and disadvantaged groups from the diverse populace of the country and formulates various schemes for the implementation of preventive and strategic legal service programmes to be undertaken and implemented by the Legal Services Authorities at various levels. In carrying out all these responsibilities, NALSA works in close coordination with the various State Legal Services Authorities, District Legal Services Authorities and other agencies for a regular exchange of relevant information, monitoring and updating on the implementation and progress of the various legal services schemes and fosters a strategic and coordinated approach to ensure smooth and streamlined functioning of the various legal services institutions.
