

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

LOK SABHA
UNSTARRED QUESTION NO. 2069
TO BE ANSWERED ON 11.02.2026

PENDING CASES IN NCDRC

2069. SHRI K SUDHAKARAN:

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

- (a) the total number of cases currently pending in the National Consumer Disputes Redressal Commission (NCDRC), State Commissions and District Commissions as of January 2026;
- (b) the details of existing vacancies for the posts of President and Members in State and District Consumer Commissions, State-wise;
- (c) whether the Government has evaluated the impact of the e-Jagruti portal on the actual rate of case disposal given the continued delays in physical court proceedings and if so, the details thereof;
- (d) whether the Union Government is considering a mandatory "Zero-Vacancy" policy to ensure that recruitment processes start six months prior to a seat falling vacant; and
- (e) if so, the steps taken by the Government to ensure that 100% of Consumer Commissions are equipped with functional hybrid (video) hearing facilities to address geographical and physical hurdles for litigants?

ANSWER

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

(a) : 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. The number of cases pending before National Consumer Disputes Redressal Commission (NCDRC), State Commissions and District Commissions as of January 2026 is as follows :

S No.	Commission(s)	Pending cases
1.	NCDRC	16,382
2.	SCDRCs	1,21,922
3.	DCDRCs	4,36,029
	Total	5,74,333

(b) to (e) : 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.

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.

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. The details of existing vacancies in State and District Consumer Disputes Redressal Commission are at **Annexure**.

The Department has launched “e-Jagriti” portal on 1st January, 2025, which aims to enhance consumer grievance redressal through a micro-service architecture, Artificial Intelligence / Machine Learning integration and modern features like faceless onboarding and role-based dashboards. It unifies existing applications (OCMS, e-Daakhil, NCDRC CMS, CONFONET) into a single, scalable platform, allowing users to file complaints seamlessly from anywhere with multilingual support. The portal is designed to provide a convenient, transparent and efficient means for consumers to seek redressal by enabling online complaint filing, digital submission of documents, online payment of fees and also supports virtual courtrooms, enabling the hearing of cases remotely and ensuring faster disposal while reducing dependency on physical infrastructure. These features address bottlenecks like geographical barriers, scheduling conflicts and manual interventions. Further, VC equipment for conducting hearing through video conferencing mode has already been installed and made functional at 10 benches of the National Consumer Disputes Redressal Commission (NCDRC) and 35 benches of State Consumer Disputes Redressal Commissions (SCDRCs).

e-Jagriti has reduced reliance on physical proceedings and has accelerated justice delivery. The National Consumer Disputes Redressal Commission (NCDRC) and State Commissions in Chandigarh, Chhattisgarh, Himachal Pradesh, Karnataka, Madhya Pradesh, Meghalaya, Nagaland, Puducherry, Punjab, Rajasthan, Tamil Nadu, and Uttarakhand achieved disposal rates above 100% after July, 2025. In 2025, 1,62,474 cases were filed and 1,50,197 disposed of, that outperformed the disposal rate of the year 2024. Also, 572 Non-Resident Indians (NRIs) registered their complaints using e-Jagriti portal from abroad till December, 2025.

ANNEXURE REFERRED TO IN REPLY TO PART (b) TO (e) OF THE LOK SABHA UNSTARRED QUESTION NO. 2069 TO BE ANSWERED ON 11.02.2026 REGARDING PENDING CASES IN NCDRC.

(As on 31.12.2025)

S. No.	State	State Commission		District Commission	
		President	Member	President	Member
		Vacant Post	Vacant Post	Vacant Post	Vacant Post
1	A&N Island (UT)	1	4	0	2
2	Andhra Pradesh	1	2	4	3
3	Arunachal Pradesh	1	2	0	34
4	Assam	1	3	0	3
5	Bihar	0	0	14	36
6	Chandigarh (UT)	0	1	0	2
7	Chhattisgarh	0	3	17	20
8	D&N Haveli and D&D (UT)	1	3	1	1
9	Delhi (UT)	0	0	2	2
10	Goa	1	2	0	0
11	Gujarat	0	3	11	28
12	J&K (UT)	1	1	6	11
13	Kerala	0	2	2	5
14	Ladakh (UT)	1	4	2	4
15	Lakshadweep (UT)	1	0	1	0
16	Haryana	0	1	2	7
17	Himachal Pradesh	0	0	0	9
18	Jharkhand	1	3	11	17
19	Karnataka	0	7	15	13
20	Madhya Pradesh	0	4	6	34
21	Maharashtra	0	2	9	21
22	Manipur	0	0	0	0
23	Meghalaya	0	2	0	1
24	Mizoram	1	0	0	3
25	Nagaland	0	1	0	0
26	Odisha	1	0	0	0
27	Puducherry (UT)	1	2	0	0
28	Punjab	1	3	6	14
29	Rajasthan	0	0	2	21
30	Sikkim	1	2	0	4
31	Tamilnadu	0	5	7	18
32	Telangana	1	0	3	3
33	Tripura	1	0	0	2
34	Uttarakhand	1	1	9	2
35	Uttar Pradesh	0	7	21	36
36	West Bengal	0	5	18	23
Total		18	75	169	379
