

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

LOK SABHA
UNSTARRED QUESTION NO. 3110
TO BE ANSWERED ON 11.03.2026

STATE AND DISTRICT CONSUMER DISPUTES REDRESSAL COMMISSIONS

3110. SHRI MANI A:

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

- (a) whether the Union Government acknowledges the role of the State and District Consumer Disputes Redressal Commissions in Tamil Nadu including the District Consumer Disputes Redressal Commission in Dharmapuri in providing accessible, affordable and technology enabled consumer justice;
- (b) if so, whether the Government has taken note of improvements such as increased e-filing, virtual hearings and higher disposal rates in several districts of Tamil Nadu including Dharmapuri, while reviewing pendency and average disposal timelines;
- (c) if so, whether it is a fact that rising caseloads and limited sanctioned strength continue to cause delays in certain categories of consumer disputes;
- (d) if so, the details of the steps taken by the Union Government to support timely appointments, infrastructure strengthening and digital capacity building;
- (e) whether any district-specific interventions are proposed to further accelerate consumer grievance redressal in Tamil Nadu; 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) : 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 endeavor 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.

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.

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) including Tamil Nadu SCDRC.

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. During the period 01.01.2025 to 26.02.2026, 9,499 cases were filed before the Consumer Commissions in the State of Tamil Nadu and 8,769 were disposed of. Out of these 9,499 cases, 2861 cases were heard through VC and 1954 cases were disposed of. During the period 01.01.2025 to 26.02.2026, the details regarding the number of consumer cases filed and disposed by the Consumer Commissions in the State of Tamil Nadu are at **Annexure**.

The responsibility for establishment of Consumer Commissions in the States as well as providing all necessary infrastructure for their effective functioning rests with the State Governments. However, the Central Government has been extending financial assistance under the Strengthening of Consumer Commissions (SCC) Scheme to the State Governments to meet the gaps in resources for ensuring a basic minimum infrastructure (both building and non-building) required for the effective functioning of the Consumer Commissions and for honouring the shared responsibility of consumer protection.

Under the SCC scheme, the Central Government’s assistance for building purposes, is limited to creation of built up area of 5,000 square feet in respect of a District Commission building and 11,000 square feet in respect of a State Commission building, which include 1000 square ft. for construction of a Mediation Centre (both for State Commission and District Commission).

Assistance for non-building assets is released within the overall cost ceiling of Rs. 25.00 lakh in respect of a State Commission and Rs. 10.00 lakh in respect of a District Commission, irrespective of the location of the Consumer Commission. Under the SCC Scheme, the Department has released funds to the tune of Rs 13.93 crores to the State of Tamil Nadu for upgrading the infrastructure of the consumer commissions located within the State.

ANNEXURE REFERRED TO IN REPLY TO PARTS (a) TO (f) OF THE LOK SABHA UNSTARRED QUESTION NO. 3110 TO BE ANSWERED ON 11.03.2026 REGARDING STATE AND DISTRICT CONSUMER DISPUTES REDRESSAL COMMISSIONS.

Sl. No.	Commission	Filed	Disposed (also includes the cases disposed which were filed in the previous years)
1	CIRCUIT BENCH MADURAI	1116	282
2	TAMIL NADU SCDRC	1629	789
3	Cuddalore	108	137
4	Dharmapuri	229	223
5	Dindigul	55	123
6	Erode	162	194
7	Kancheepuram	360	376
8	Kanyakumari	195	197
9	Karur	73	60
10	Madurai	404	454
11	Nagapattinam	111	110
12	Namakkal	170	248
13	North Chennai	387	442
14	Perambalur	53	73
15	Pudukkottai	130	170
16	Ramanathapuram	48	65
17	Salem	247	225
18	Ariyalur	69	80
19	South Chennai	490	892
20	Thanjavur	337	358
21	Theni	140	145
22	The Nilgiris	38	38
23	Thiruvallur	217	221
24	Thiruvarur	282	152
25	Thoothukkudi	274	407
26	Tiruchirappalli	284	265
27	Tirunelveli	360	554
28	Tiruppur	138	148
29	Tiruvannamalai	157	123
30	Vellore	197	212
31	Viluppuram	260	239
32	Virudhunagar	146	131
33	Sivaganga	56	58
34	Coimbatore	577	578
	Total	9499	8769