

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

LOK SABHA
UNSTARRED QUESTION NO. 752
TO BE ANSWERED ON 04.02.2026

DISTRICT CONSUMER DISPUTES REDRESSAL COMMISSION

752. SHRI ATUL GARG:

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

- (a) the number of consumer complaints registered in the District Consumer Disputes Redressal Commission of Ghaziabad during the last two years;
- (b) the status of the vacancy of the President and Members in the district Commission and the measures taken to fill them;
- (c) the details of the complaints received against real estate developers and builder firms in the district;
- (d) the status of the implementation of the 'e-Daakhil' portal for online filing of consumer complaints in the State; and
- (e) the steps taken to organize consumer awareness programmes (Jago Grahak Jago) in the schools and colleges of the city?

ANSWER

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

- (a) : During the last two years (2024 & 2025), a total of 1,135 consumer cases have been filed before the Ghaziabad District Consumer Disputes Redressal Commission.
- (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.

At present, the post of President in Ghaziabad District Consumer Disputes Redressal Commission is vacant and the posts of two Members are filled up.

(c) : A total of 53 consumer cases have been filed against Real estate developers and builder firms before Ghaziabad District Consumer Disputes Redressal Commission.

(d) : The e-Daakhil portal, launched in 2020, facilitated online filing, fee payment and case monitoring. Further, to modernize the existing applications with the latest technologies, the entire e-filing monitoring system of consumer complaints was revamped as “e-Jagriti” platform, which integrates existing applications (OCMS, e-Daakhil, NCDRC CMS, CONFONET) into a single, scalable platform, allowing users to file complaints seamlessly from anywhere with multilingual support and is operational since 1st January, 2025 and has been accessible to the National, State, Circuit Bench and District Consumer Commissions across the country including the State of Uttar Pradesh.

(e) : The Department has been conducting country-wide, including in Ghaziabad, multimedia awareness campaigns titled “Jago Grahak Jago” under Consumer Awareness Scheme. Consumers are made aware of fair trade practices, grievance redressal mechanisms, and various other consumer related issues through all media including electronic, digital, outdoor and social media and participation in fairs and festivals. Under the scheme, grant-in-Aid are provided by the Department to States / UTs for carrying out activities on consumer awareness with local content in regional level. Comic books on consumer awareness messages in the form of stories, have been circulated for distribution in EMRS schools and Kendriya Vidyalaya. The digital versions of these comic books have also been uploaded on Rashtriya e-Pustalaya web portal.
