

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

LOK SABHA
UNSTARRED QUESTION NO.886
TO BE ANSWERED ON 04.02.2026

FUNCTIONING OF CONSUMER DISPUTES REDRESSAL COMMISSIONS

886. SHRI TANGELLA UDAY SRINIVAS:

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

- (a) the number of District, State and National Consumer Disputes Redressal Commissions presently functioning in the country, State-wise;
- (b) the sanctioned strength, number of posts filled and vacancies of Presidents and Members at each level, State-wise;
- (c) the number of consumer cases filed, disposed of and pending during the last five years, year and State-wise;
- (d) the average time taken for disposal of cases at each level and whether any time-bound targets or norms for disposal have been prescribed;
- (e) the details of financial assistance allocated, released and utilised for strengthening, digitisation and infrastructure development of these Commissions during the last five years, State-wise along with major infrastructure gaps identified; and
- (f) the steps taken or proposed to be taken by the Government to improve the effectiveness of Consumer Commissions including timely appointments, digital reforms, capacity building and measures to enhance disposal rates and reduce pendency?

ANSWER

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

- (a): At present, there is one National Consumer Disputes Redressal Commission (NCDRC) at the national level and thirty five State Consumer Disputes Redressal Commissions at the state level. The number of District Consumer Disputes Redressal Commissions (State-wise) is at **Annexure-I**.
- (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.

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.

At present, there are three vacancies of members in National Consumer Disputes Redressal Commission. The details of existing vacancies in State and District Consumer Disputes Redressal Commission are at **Annexure-II**.

(c) & (d) : 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 details of the consumer cases filed and disposed by the consumer commissions since 2021, year and State-wise are at **Annexure-III**.

(e) & (f) : The responsibility for establishment of Consumer Commissions in the States as well as providing all necessary infrastructures 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. The details of funds released under the SCC scheme during the last 5 years are at **Annexure-IV**.

Additionally, Department has also been implementing a Scheme namely CONFONET with the objective to set up Information and Communications Technology (ICT) infrastructure which includes e-Governance solution for monitoring the consumer cases filed, disposed & pending with the Consumer Commissions at National Consumer Disputes Redressal Commission (NCDRC), State Commissions and District Commissions. The scheme is being implemented through National Informatics Centre (NIC). NIC provides hardware, software and technical manpower to the Consumer Commissions through National Informatics Centre Services Inc. (NICSII). The details of funds released under the CONFONET scheme during the last 5 years are as follows:-

Financial Year	Funds Released (Rs. in Crore)
2021-22	32
2022-23	29.26
2023-24	36.21
2024-25	70.75
2025-26(Current)	33.39

Besides providing VC facilities in 10 Benches of NCDRC and 35 Benches of SCDRCs, the Department has also launched a “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 system streamlines grievance redressal processes with real-time data access, automated workflows and tools for stakeholders like judges and advocates. The platform offers digital case filing, document exchange and automated SMS/email notifications. Features include a chatbot help system, voice-to-text capabilities and accessibility support for the visually challenged and elderly. 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.

ANNEXURE REFERRED TO IN REPLY TO PART (a) OF THE LOK SABHA UNSTARRED QUESTION NO. 886 TO BE ANSWERED ON 04.02.2026 REGARDING FUNCTIONING OF CONSUMER DISPUTES REDRESSAL COMMISSIONS.

S. No.	States/UTs	Number of District Commissions
1.	A&N Island (UT)	1
2.	Andhra Pradesh	17
3.	Arunachal Pradesh	18
4.	Assam	23
5.	Bihar	38
6.	Chandigarh (UT)	2
7.	Chhattisgarh	27
8.	D&N Haveli and D&D (UT)	3
9.	Delhi (UT)	10
10.	Goa	2
11.	Gujarat	38
12.	Haryana	22
13.	Himachal Pradesh	12
14.	J&K (UT)	10
15.	Jharkhand	24
16.	Kerala	14
17.	Ladakh (UT)	0
18.	Lakshadweep (UT)	1
19.	Karnataka	30
20.	Madhya Pradesh	48
21.	Maharashtra	40
22.	Manipur	3
23.	Meghalaya	7
24.	Mizoram	11
25.	Nagaland	11
26.	Odisha	30
27.	Puducherry (UT)	1
28.	Punjab	23
29.	Rajasthan	37
30.	Sikkim	6
31.	Tamilnadu	30
32.	Telangana	12
33.	Tripura	4
34.	Uttarakhand	13
35.	Uttar Pradesh	79
36.	West Bengal	18
Total		665

ANNEXURE REFERRED TO IN REPLY TO PART (b) OF THE LOK SABHA UNSTARRED QUESTION NO. 886 TO BE ANSWERED ON 04.02.2026 REGARDING FUNCTIONING OF CONSUMER DISPUTES REDRESSAL COMMISSIONS.**(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

ANNEXURE REFERRED TO IN REPLY TO PARTS (c) & (d) OF THE LOK SABHA UNSTARRED QUESTION NO. 886 TO BE ANSWERED ON 04.02.2026 REGARDING FUNCTIONING OF CONSUMER DISPUTES REDRESSAL COMMISSIONS.

Sl. No.	Year State Name	2021		2022		2023		2024		2025	
		Number of Cases		Number of Cases		Number of Cases		Number of Cases		Number of Cases	
		Filed	Disposed (also includes the cases disposed which were filed in the previous years)	Filed	Disposed (also includes the cases disposed which were filed in the previous years)	Filed	Disposed (also includes the cases disposed which were filed in the previous years)	Filed	Disposed (also includes the cases disposed which were filed in the previous years)	Filed	Disposed (also includes the cases disposed which were filed in the previous years)
1.	NCDRC	2697	1965	3655	4054	5816	6125	4546	6953	3402	4908
2.	ANDAMAN AND NICOBAR ISLANDS	21	24	23	36	8	2	11	1	11	2
3.	ANDHRA PRADESH	1648	471	2678	3372	3398	3942	3434	2672	3563	2618
4.	ARUNACHAL PRADESH	14	9	25	19	39	30	40	26	26	26
5.	ASSAM	335	213	554	608	553	511	552	552	513	408
6.	BIHAR	2745	808	5277	3047	4279	4874	3928	3293	3268	3153
7.	CHANDIGARH	2149	1180	2135	1655	1782	2625	1741	1902	1406	1810
8.	CHHATTISGARH	3464	2147	2829	2356	3403	4662	3077	4817	2791	4032
9.	DELHI	4053	1778	5031	5106	6063	8545	6418	6525	5574	5204
10.	DADRA AND NAGAR HAVELI AND DAMAN AND DIU	12	0	19	2	31	0	19	0	0	0
11.	GOA	271	183	177	178	219	365	285	231	288	213
12.	GUJARAT	14944	9751	14676	16143	17634	17226	18152	12583	18280	12553
13.	HARYANA	10364	4567	11959	9002	13251	11795	13214	9674	12385	9676
14.	HIMACHAL PRADESH	1038	811	2267	1796	2415	2104	2280	2154	2280	1845
15.	JHARKHAND	678	76	1923	2106	1703	2028	1389	1387	1261	880
16.	JAMMU & KASHMIR	0	0	12	0	31	3	46	160	317	84
17.	KARNATAKA	7066	7968	9035	11939	10435	12538	11872	10244	10630	10923

18.	KERALA	4974	3719	6121	7198	8473	6700	12003	6778	12018	8130
19.	LAKSHADWEEP	0	0	0	0	4	0	2	2	2	0
20.	MADHYA PRADESH	17449	9158	16340	21091	11976	18309	10624	14885	10548	13800
21.	MAHARASHTRA	20987	13073	22607	16757	18523	7632	15918	14939	16434	14937
22.	MANIPUR	30	18	74	60	50	62	91	35	127	91
23.	MEGHALAYA	31	20	67	186	55	60	68	50	56	60
24.	MIZORAM	56	113	67	108	64	53	99	67	125	55
25.	NAGALAND	21	3	15	16	14	15	28	3	23	14
26.	ODISHA	3426	2562	4105	5206	5924	7174	5844	4911	5631	3948
27.	PUDUCHERRY	48	2	45	55	95	145	157	169	172	174
28.	PUNJAB	8478	8821	8151	8173	6966	8652	8536	6815	6206	7280
29.	RAJASTHAN	14775	11341	14812	11491	13662	12341	12397	10741	11975	12473
30.	SIKKIM	16	19	27	10	56	26	87	29	20	1
31.	TAMIL NADU	2485	1231	7086	10026	7348	9079	8224	7494	8356	7359
32.	TELANGANA	3533	2566	4378	5390	3972	4571	4405	3974	3605	3300
33.	TRIPURA	270	182	512	596	225	256	243	162	286	122
34.	UTTARAKHAND	1659	1327	2217	2224	1102	929	709	548	939	1807
35.	UTTAR PRADESH	14988	13414	20428	25782	19023	25657	17733	19630	16550	15751
36.	WEST BENGAL	4687	2219	6353	7080	5692	6743	5009	3915	3828	2944
Total		149412	101739	175680	182868	174284	185779	173181	158321	162896	150581

ANNEXURE REFERRED TO IN REPLY TO PARTS (e) & (f) OF THE LOK SABHA UNSTARRED QUESTION NO. 886 TO BE ANSWERED ON 04.02.2026 REGARDING FUNCTIONING OF CONSUMER DISPUTES REDRESSAL COMMISSIONS.

(₹ in lakh)

Sl.No.	State/UT	Total Funds Released (since 2021-22 till 30.01.2026)
1.	Arunachal Pradesh	185
2.	Assam	29.91
3.	Chhattisgarh	125
4.	Goa	45
5.	Gujarat	238.98
6.	Himachal Pradesh	107.74
7.	Karnataka	554.4
8.	Ladakh	45
9.	Madhya Pradesh	95.96
10.	Meghalaya	145
11.	Punjab	175
12.	Sikkim	65
13.	Tamil Nadu	97.92
14.	Tripura	65
15.	Uttar Pradesh	551.75
Total		2526.66
