

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

LOK SABHA
UNSTARRED QUESTION NO. 440
TO BE ANSWERED ON 26.04.2016

CONSUMER REDRESSAL

440. SHRI C. MAHENDRAN:
SHRI RAMDAS C. TADAS:
SHRI ARJUN MEGHWAL:
SHRI J.J.T. NATTERJEE:
SHRI ABHISHEK SINGH:

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

- (a) whether the Government has put in place any mechanism for speedy and inexpensive redressal of consumer complaints;
- (b) if so, the details thereof;
- (c) whether there is a shortage of judges/staff and other facilities in Consumer Courts leading to delay in disposal of cases beyond the period stipulated in law inviting a critical observation from the Supreme Court;
- (d) if so, the details thereof and the response of the Government thereto indicating the number of courts, judges/ members, cases filed, disposed and pending in various courts, State-wise;
- (e) the corrective steps taken in this regard; and
- (f) whether the Government has launched any consumer awareness campaigns, if so, the details and the outcome thereof ?

ANSWER

मिनिस्टर ऑफ कन्स्यूमर अफेयर्स, फूड एंड पब्लिक डिस्ट्रिब्यूशन
का प्रश्न का उत्तर देना चाहते हैं:

THE MINISTER OF
CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION
(SHRI RAM VILAS PASWAN)

(a) & (b): Yes Madam, Under the provisions of Consumer Protection Act,1986, a three tier quasi-judicial machinery for redressal of consumer complaints – namely, District Consumer Fora in each District, State Consumer Disputes Redressal Commission in all State and National Consumer Disputes Redressal Commission, at the centre has already been established for speedy & inexpensive redressal of consumer Complaints.

(c) & (d): In Civil Appeal No 2740/2007, the Honb'le Supreme Court vide its order dated 14.1.2016 has directed for constitution of a Committee to look into the deficiencies in the functioning of Consumer Fora and to make recommendations for their improvement. The Government has, accordingly, constituted a three member Committee under the chairmanship of Dr. Justice Arijit Pasayat, retired Supreme Court Judge.

The details of vacancy position of President and Members in Consumer Fora State-wise is at **Annexure I**.

The pendency of cases in Consumer Fora State wise is at **Annexure II**.

(e): The following corrective measures have been taken by the Government in this regard:

- (1) State Governments have been requested from time to time to take action well in advance for filling up of vacancies of President and Members and to maintain a panel of candidates for filling up of future vacancies also to avoid delay in appointments.
- (2) Circuit Benches from National Commission have been frequently visiting States.
- (3) Some State Commissions have constituted Additional Benches mainly to dispose of backlog of pending cases.
- (4) The National Commission and some of the State Commissions as well as District Fora are adopting the process of holding Lok Adalats for speedy disposal of the cases.
- (5) Financial assistance is provided by the Central Government to the States/UTs for strengthening of infrastructure of Consumer Fora including computerization and networking.

(f): Yes, the Department has launched “Jago Grahak Jago” multimedia consumer awareness campaign. It is carried out on all India basis through various media like Newspapers, Magazines, All India Radio, Doordarshan, Cable and Satellite Channels, Community Radio, Website, SMS, Digital Cinema, Private FM Channels, Interactive Railway Enquiry Service, Bus Panel, Bus Queue Shelter, Display Board at Railway Station/Metro etc. A study carried out in the year 2011 revealed that nearly 91% of the respondents were aware of the campaign.

STATEMENT REFERRED IN REPLY TO PARTS (c) & (d) OF LOK SABHA UNSTARRED QUESTION NO.440 FOR 26.04.2016 REGARDING CONSUMER REDRESSAL.

Vacancy Position in Consumer Fora's as on 29/02/2016

S. No.	State	State Commission			
		Sanctioned Strength		Vacancy Status	
		President	Member	President	Member
1	Assam	1	2	0	0
2	Andhra Pradesh	1	2	0	2
3	Arunachal Pradesh	1	2	0	0
4	A&N Island	1	2	0	0
5	Bihar	1	2	0	0
6	Chandigarh	1	2	0	0
7	Chattisgarh	1	3	0	0
8	Daman & Diu	0	0	0	0
9	Dadra & Nagar Haveli	1	2	0	0
10	Delhi	1	4	0	0
11	Goa	1	2	0	0
12	Gujarat	1	5	0	2
13	Haryana	1	4	0	0
14	Himanchal Pradesh	1	2	0	0
15	Jammu & Kashmir	1	2	0	0
16	Jharkhand	1	2	0	0
17	Karnataka	1	2	0	0
18	Kerala	1	4	0	0
19	Lakshadweep	1	2	0	1
20	Madhya Pradesh	1	3	0	0
21	Maharashtra	1	11	0	0
22	Manipur	1	2	0	0
23	Meghalaya	1	2	0	0
24	Mizoram	1	2	0	1
25	Nagaland	1	2	0	0
26	Odisha	1	2	0	0
27	Puducherry	1	2	0	0
28	Punjab	1	5	0	0
29	Rajasthan	1	8	0	3
30	Sikkim	1	2	0	0
31	Tamil Nadu	1	4	1	2
32	Telangana	1	2	0	2
33	Tripura	1	2	0	0
34	Uttar Pradesh	1	9	0	1
35	Uttarakhand	1	2	0	0
36	West Bengal	1	2	0	0
Total		35	108	1	14

Vacancy Position in District Consumer Fora's as on 29/02/2016

S. No.	State	District Fora			
		Sanctioned strength		Vacancy Status	
		President	Member	President	Member
1	Assam	23	46	3	8
2	Andhra Pradesh	17	34	7	23
3	Arunachal Pradesh	16	32	0	14
4	A&N Island	1	2	0	0
5	Bihar	38	76	0	21
6	Chandigarh	2	4	1	0
7	Chhattisgarh	12	54	1	8
8	Daman &Diu	2	4	0	2
9	Dadra &Nagar Haveli	1	2	0	2
10	Delhi	10	20	2	5
11	Goa	2	4	0	0
12	Gujarat	26	52	7	17
13	Haryana	21	42	5	3
14	Himanchal Pradesh	4	24	0	6
15	Jammu & Kashmir	2	4	0	0
16	Jharkhand	22	44	1	8
17	Karnataka	31	62	0	8
18	Kerala	14	26	1	1
19	Lakshadweep	1	2	0	2
20	Madhya Pradesh	24	102	0	26
21	Maharashtra	40	80	8	8
22	Manipur	3	6	0	0
23	Meghalaya	7	14	2	8
24	Mizoram	8	8	0	2
25	Nagaland	11	22	0	4
26	Odisha	31	62	4	9
27	Puducherry	1	2	0	0
28	Punjab	20	40	1	4
29	Rajasthan	37	74	12	16
30	Sikkim	4	8	0	0
31	Tamil Nadu	25	60	6	7
32	Telangana	12	24	8	17
33	Tripura	4	8	0	0
34	Uttar Pradesh	79	158	12	21
35	Uttarakhand	13	26	0	3
36	West Bangal	21	42	0	3
Total		585	1270	81	256

STATEMENT REFERRED IN REPLY TO PARTS (c) & (d) OF LOK SABHA UNSTARRED QUESTION NO.440 FOR 26.04.2016 REGARDING CONSUMER REDRESSAL.**Statement of Cases Filed / Disposed of / Pending in the National Commission and State Commissions.**

Sl. No.	Name of State	Cases filed since inception	Cases disposed of since inception	Cases Pending	% of Disposal	As On
	National Commission	100856	90502	10354	89.73	31.03.2016
1	Andhra Pradesh	32089	31327	762	97.63	29.02.2016
2	A & N Islands	111	106	5	95.50	30.06.2015
3	Arunachal Pradesh	85	84	1	98.82	31.01.2016
4	Assam	2838	2462	376	86.75	29.02.2016
5	Bihar	18141	13700	4441	75.52	30.09.2015
6	Chandigarh	15280	15004	276	98.19	29.02.2016
7	Chattisgarh	10948	10497	451	95.88	29.02.2016
8	Daman & Diu and DNH	25	20	5	80.00	31.03.2011
9	Delhi	42861	37349	5512	87.14	31.03.2016
10	Goa	2745	2720	25	99.09	29.02.2016
11	Gujarat	52940	48330	4610	91.29	31.12.2015
12	Haryana	46818	45718	1100	97.65	29.02.2016
13	Himachal Pradesh	9131	9023	108	98.82	29.02.2016
14	Jammu & Kashmir	8703	7525	1178	86.46	31.12.2015
15	Jharkhand	5678	5167	511	91.00	31.12.2015
16	Karnataka	50986	44879	6107	88.02	29.02.2016
17	Kerala	28660	26459	2201	92.32	29.02.2016
18	Lakshadweep	18	16	2	88.89	31.01.2016
19	Madhya Pradesh	49155	41321	7834	84.06	29.02.2016
20	Maharashtra	69113	58003	11110	83.92	31.01.2016
21	Manipur	170	164	6	96.47	31.12.2015
22	Meghalaya	300	285	15	95.00	31.03.2015
23	Mizoram	219	207	12	94.52	31.01.2016
24	Nagaland	165	136	29	82.42	30.09.2015
25	Odisha	24257	17672	6585	72.85	31.01.2016
26	Puducherry	1039	995	44	95.77	31.03.2016
27	Punjab	35073	33006	2067	94.11	29.02.2016
28	Rajasthan	60077	52815	7262	87.91	31.12.2015
29	Sikkim	57	54	3	94.74	31.03.2015
30	Tamil Nadu	27291	24497	2794	89.76	29.02.2016
31	Telangana	1714	67	1647	3.91	29.02.2016
32	Tripura	1682	1662	20	98.81	31.03.2016
33	Uttar Pradesh	77317	51186	26131	66.20	31.01.2016
34	Uttarakhand	5709	4645	1064	81.36	29.02.2016
35	West Bengal	25861	21766	4095	84.17	31.12.2015
	TOTAL	707256	608867	98389	86.09	

Statement of Cases filed/disposed of/pending in District Fora

Sl. No.	Name of State	Cases filed since inception	Cases disposed of since inception	Cases Pending	% of Disposal	As On
1	Andhra Pradesh	115776	113735	2041	98.24	29.02.2016
2	A & N Islands	767	720	47	93.87	30.06.2015
3	Arunachal Pradesh	415	378	37	91.08	31.01.2016
4	Assam	15459	14101	1358	91.22	29.02.2016
5	Bihar	98622	84086	14536	85.26	30.09.2015
6	Chandigarh	53528	52134	1394	97.40	29.02.2016
7	Chattisgarh	44851	40001	4850	89.19	29.02.2016
8	Daman & Diu and DNH	162	144	18	88.89	31.03.2011
9	Delhi	254168	236589	17579	93.08	31.03.2015
10	Goa	7029	6620	409	94.18	29.02.2016
11	Gujarat	201526	188168	13358	93.37	31.12.2015
12	Haryana	244156	231211	12945	94.70	29.02.2016
13	Himachal Pradesh	62612	59767	2845	95.46	29.02.2016
14	Jammu & Kashmir	20792	18855	1937	90.68	31.12.2007
15	Jharkhand	38117	33917	4200	88.98	31.12.2015
16	Karnataka	184006	171083	12923	92.98	29.02.2016
17	Kerala	201082	190235	10847	94.61	29.02.2016
18	Lakshadweep	83	65	18	78.31	31.01.2016
19	Madhya Pradesh	217411	199051	18360	91.56	29.02.2016
20	Maharashtra	300239	277152	23087	92.31	31.01.2016
21	Manipur	1297	1240	57	95.61	31.12.2015
22	Meghalaya	1005	925	80	92.04	31.03.2015
23	Mizoram	3771	3733	38	98.99	30.06.2015
24	Nagaland	652	598	54	91.72	30.09.2015
25	Odisha	104439	96325	8114	92.23	31.01.2016
26	Puducherry	3143	2941	202	93.57	31.03.2016
27	Punjab	183576	175846	7730	95.79	29.02.2016
28	Rajasthan	344925	311700	33225	90.37	31.12.2015
29	Sikkim	338	324	14	95.86	31.03.2015
30	Tamil Nadu	112538	104215	8323	92.60	29.02.2016
31	Telangana	88594	84560	4034	95.45	29.02.2016
32	Tripura	3385	3234	151	95.54	31.01.2016
33	Uttar Pradesh	640752	568626	72126	88.74	31.01.2016
34	Uttarakhand	39203	36375	2828	92.79	29.02.2016
35	West Bengal	104588	97835	6753	93.54	31.12.2015
	TOTAL	3693007	3406489	286518	92.24	