

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

LOK SABHA
UNSTARRED QUESTION NO. 3831
TO BE ANSWERED ON 09.08.2016

CONSUMER COURTS

3831. KUMARI SUSHMITA DEV: SHRI JYOTIRADITYA M. SCINDIA: SHRIMATI RAKSHATAI KHADSE: SHRI NISHIKANT DUBEY: SHRIMATI SANTOSH AHLAWAT: SHRI GAJENDRA SINGH SHEKHAWAT:

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

- (a) whether the Supreme Court appointed committee has identified certain discrepancies in the functioning of consumer courts including vacancies therein and sought urgent action to fix them and if so, the details thereof and the action taken thereon indicating the number of consumer courts presently functioning in the country and the number of vacancies reported therein along with the steps taken to fill up the said vacancies;
- (b) whether the Government proposes to set up more consumer courts in the States and if so, the details thereof indicating the names of States/UTs where such courts are proposed to be setup and the expenditure to be incurred thereon;
- (c) the number of cases registered, disposed and pending in the said courts during last three years and the current year, State-wise along with the steps taken to clear all the cases in a time bound manner;
- (d) whether the Government has put in place any monitoring mechanism to ensure smooth functioning of the courts and make them more accessible to the common people; and
- (e) whether the Government has taken note of the rising cost of litigation depriving poor people of the benefits of the system and the corrective steps taken in this regard?

ANSWER

**महोदय, [क] वरुण लोकतुल्यता के लिए; एक
वर्ग के वर्ग-प्रणाली**

**THE MINISTER OF STATE
CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION
(SHRI C. R. CHAUDHARY)**

(a) : The Supreme Court Appointed Committee has started functioning and presently it is assessing the problems faced by the Consumer Fora by holding discussions with the State Governments and the Presidents of the Consumer Fora.

There is one National Consumer Disputes Redressal Commission (National Commission), 35 State Consumer Disputes Redressal Commissions (State Commission) and 626 functional District Consumer Disputes Redressal Fora (District Fora) in the country. As per information available, the present vacancy position is as under:

	No. Of vacancy of President	No. Of vacancy of Member
National Commission	Nil	2
State Commissions	1	15
District Fora	104	297

Action has already been taken by the Central Government to fill up the two vacancies in the National Commission. The vacancies in the State Commissions and the District Fora are filled by the respective State Governments.

(b) : As per the provisions of the Consumer Protection Act, 1986, setting up of Consumer Courts in the States is the responsibility of the State Governments concerned.

(c) : As per the data compiled by the CONFONET (Consumer Fora Networking) system, the information on the number of cases registered, disposed and pending in the said courts during last three years and the current year, State-wise, is given in **Annexure**.

The following steps have been taken to clear the pending cases:-

- i. State Governments have been requested from time to time to take action well in advance for filling up of vacancies of President and Member and to maintain a panel of candidates for filling up of future vacancies also, to avoid delay in appointments.
- ii. Circuit Benches from the National Commission have been frequently visiting States.
- iii. Some State Commissions have constituted additional Benches mainly to dispose of backlog of pending cases.
- iv. The National Commission and some of the State Commissions are adopting the process of holding Lok Adalats for speedy disposal of the cases.

(d) : As per the Consumer Protection Act, 1986, the National Commission has administrative control with regard to generally overseeing the functioning of the State Commissions and the District Fora to ensure that the objects and purposes of the Act are best served. The Central Government holds National Conferences and Regional Consultation meetings from time to time with the representatives of the State Governments and the Presidents of the Consumer Fora to resolve the impediments to improve the functioning of consumer fora.

(e) : As per the rules framed under the Consumer Protection Act, 1986, the fees for filing cases in the Consumer Courts is minimal. For filing complaints of total value of goods or services and the compensation claimed up to rupees one lakh, the complainants belonging to Below Poverty Line holding Antyodaya Anna Yojana Cards are exempted from payment of fees. Besides, the complainants can themselves plead their cases in the Consumer Courts.

STATEMENT REFERRED IN REPLY TO PART (c) OF LOK SABHA UNSTARRED QUESTION NO.3831 FOR 09.08.2016 REGARDING CONSUMER COURTS.

CASES REGISTERED, DISPOSED AND PENDING IN CONSUMER FORA FOR THE YEAR 2013

SN	State	Previous pending	Filed	Disposed	Pending
1	National Commission	2764	6260	5023	4001
2	Andhra Pradesh	333	3383	3299	417
3	A & N Islands	5	38	33	10
4	Arunachal Pradesh	47	25	18	54
5	Assam	139	147	48	238
6	Bihar	1133	672	13	1792
7	Chandigarh	66	2048	2031	83
8	Chhattisgarh	1580	2409	1862	2127
9	Daman & Diu and DNH	0	1	0	1
10	Delhi	10381	3560	996	12945
11	Goa	71	401	336	136
12	Gujarat	31810	8334	5953	34191
13	Haryana	3522	3398	1896	5024
14	Himachal Pradesh	2064	2186	1738	2512
15	Jammu & Kashmir	61	79	5	135
16	Jharkhand	148	172	41	279
17	Karnataka	1309	3903	2884	2328
18	Kerala	7155	7084	5004	9235
19	Lakshadweep	13	2	0	15
20	Madhya Pradesh	13981	6328	4825	15484
21	Maharashtra	29265	11378	7756	32887
22	Manipur	16	6	6	16
23	Meghalaya	288	70	42	316
24	Mizoram	23	27	12	38
25	Nagaland	11	3	1	13
26	Odisha	553	985	413	1125
27	Puducherry	79	65	41	103
28	Punjab	4697	9272	8533	5436
29	Rajasthan	6431	10825	6283	10973
30	Sikkim	0	21	18	3
31	Tamil Nadu	2671	3637	2051	4257
32	Telangana	1019	2296	1551	1764
33	Tripura	5	47	41	11
34	Uttar Pradesh	48107	12704	3482	57329
35	Uttarakhand	494	922	405	1011
36	West Bengal	1292	4998	4154	2136
	TOTAL	171533	107686	70794	208425

CASES REGISTERED, DISPOSED AND PENDING IN CONSUMER FORA FOR THE YEAR 2014

SN	State	Previous pending	Filed	Disposed	Pending
1	National Commission	4001	6802	5369	5434
2	Andhra Pradesh	417	2979	2697	699
3	A & N Islands	10	34	30	14
4	Arunachal Pradesh	54	26	15	65
5	Assam	238	275	46	467
6	Bihar	1792	690	18	2464
7	Chandigarh	83	2215	2134	164
8	Chhattisgarh	2127	3058	2292	2893
9	Daman & Diu and DNH	1	NA	NA	NA
10	Delhi	12945	9447	2476	19916
11	Goa	136	357	304	189
12	Gujarat	34191	9564	5747	38008
13	Haryana	5024	6149	3064	8109
14	Himachal Pradesh	2512	2270	1711	3071
15	Jammu & Kashmir	135	78	3	210
16	Jharkhand	279	281	98	462
17	Karnataka	2328	10532	8046	4814
18	Kerala	9235	7145	4382	11998
19	Lakshadweep	15	NA	NA	15
20	Madhya Pradesh	15484	15050	6014	24520
21	Maharashtra	32887	13473	7951	38409
22	Manipur	16	24	20	20
23	Meghalaya	316	79	36	359
24	Mizoram	38	126	2	162
25	Nagaland	13	8	1	20
26	Odisha	1125	3200	1003	3322
27	Puducherry	103	105	69	139
28	Punjab	5436	9532	8846	6122
29	Rajasthan	10973	17089	9071	18991
30	Sikkim	3	20	16	7
31	Tamil Nadu	4257	3472	1376	6353
32	Telangana	1764	1693	1306	3151
33	Tripura	11	144	132	23
34	Uttar Pradesh	57329	19003	4647	71685
35	Uttarakhand	1011	916	336	1591
36	West Bengal	2136	6778	4955	3959
	TOTAL	208425	153614	84213	277825

CASES REGISTERED, DISPOSED AND PENDING IN CONSUMER FORA FOR THE YEAR 2015

SN	State	Previous pending	Filed	Disposed	Pending
1	National Commission	5434	5933	3169	8198
2	Andhra Pradesh	699	2281	1262	1718
3	A & N Islands	14	34	15	33
4	Arunachal Pradesh	65	22	13	74
5	Assam	467	230	31	666
6	Bihar	2464	1470	20	3914
7	Chandigarh	164	2356	2006	514
8	Chhattisgarh	2893	3631	1789	4735
9	Daman & Diu and DNH	N.A.	N.A.	N.A.	N.A.
10	Delhi	19916	8641	2469	26088
11	Goa	189	329	214	304
12	Gujarat	38008	9418	3334	44092
13	Haryana	8109	8561	3637	13033
14	Himachal Pradesh	3071	1891	1026	3936
15	Jammu & Kashmir	210	146	3	353
16	Jharkhand	462	324	125	661
17	Karnataka	4814	7879	4111	8582
18	Kerala	11998	7520	3364	16154
19	Lakshadweep	15	9	0	24
20	Madhya Pradesh	24520	12229	4256	32493
21	Maharashtra	38409	18105	7111	49403
22	Manipur	20	28	18	30
23	Meghalaya	359	60	17	402
24	Mizoram	162	78	60	180
25	Nagaland	20	16	4	32
26	Odisha	3322	4457	1001	6778
27	Puducherry	139	113	51	201
28	Punjab	6122	12662	10322	8462
29	Rajasthan	18991	20216	8212	30995
30	Sikkim	7	32	15	24
31	Tamil Nadu	6353	3719	651	9421
32	Telangana	3151	2591	660	5022
33	Tripura	23	189	158	54
34	Uttar Pradesh	71685	19848	2905	88628
35	Uttarakhand	1591	1080	315	2356
36	West Bengal	3959	7115	3682	7392
	TOTAL	277825	163213	66026	374952

CASES REGISTERED, DISPOSED AND PENDING IN CONSUMER FORA FOR THE YEAR 2016

SN	State	Previous pending	Filed	Disposed	Pending
1.	National Commission	8198	4544	1061	11681
2.	Andhra Pradesh	1718	1310	156	2872
3.	A & N Islands	33	18	2	49
4.	Arunachal Pradesh	74	15	3	12
5.	Assam	666	154	7	813
6.	Bihar	3914	679	3	4590
7.	Chandigarh	514	1798	684	1628
8.	Chhattisgarh	4735	2537	302	6970
9.	Daman & Diu and DNH	0	0	0	0
10.	Delhi	26088	5034	614	30508
11.	Goa	304	179	51	432
12.	Gujarat	44092	5253	322	49023
13.	Haryana	13033	5472	856	17649
14.	Himachal Pradesh	3936	1156	351	4741
15.	Jammu & Kashmir	353	64	0	417
16.	Jharkhand	661	234	24	871
17.	Karnataka	8582	5381	674	13289
18.	Kerala	16154	4080	680	19554
19.	Lakshadweep	24	12	0	36
20.	Madhya Pradesh	32493	6480	666	38307
21.	Maharashtra	49403	12007	1513	59897
22.	Manipur	30	40	4	66
23.	Meghalaya	402	34	6	430
24.	Mizoram	180	34	9	205
25.	Nagaland	32	19	2	49
26.	Odisha	6778	2113	97	8794
27.	Puducherry	201	49	1	249
28.	Punjab	8462	6046	1732	12776
29.	Rajasthan	30995	14616	2253	43358
30.	Sikkim	24	6	1	29
31.	Tamil Nadu	9421	1799	66	11154
32.	Telangana	50822	1337	48	6371
33.	Tripura	54	125	32	147
34.	Uttar Pradesh	88628	11382	398	99612
35.	Uttarakhand	2356	599	70	2885
36.	West Bengal	7392	4236	602	11026
	TOTAL	374952	98842	13290	460490
