

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

LOK SABHA
UNSTARRED QUESTION NO. 1719
TO BE ANSWERED ON 29.07.2026

PENDENCY IN NATIONAL CONSUMER FORUM

1719. SHRI ANIL YESHWANT DESAI:

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

- (a) the details of the pendency position in the district, State and national consumer forum during the last five years;
- (b) whether the number of judges etc. in the consumer forum are sufficient or there are some vacancies in any such forum;
- (c) if so, the details thereof; and
- (d) whether work load in each of the forum is normal and if so, the reasons for pendency in these forums?

ANSWER

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

(a) : The number of consumer cases filed and disposed during the last 5 years (State/UT-wise) are at **Annexure**. Further, as on date, the cases pending in the National, State and District Consumer Disputes Redressal Commissions are as follows :-

S No.	Commission(s)	Pending cases
1.	National Consumer Disputes Redressal Commission (NCDRC)	16,915
2.	State Consumer Disputes Redressal Commissions (SCDRCs)	1,27,507
3.	District Consumer Disputes Redressal Commissions (DCDRCs)	4,48,687
	Total	5,93,109

(b) to (d) : 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, it's the responsibility of the State Governments to provide for staff in the State Commissions and District 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, there are three vacancies of members in National Consumer Disputes Redressal Commission. Further, against the sanctioned strength of 36 Presidents and 167 Members in the State Consumer Disputes Redressal Commissions (SCDRCs), the posts of 18 Presidents and 74 Members are vacant. Similarly, in the District Consumer Disputes Redressal Commissions (DCDRCs), against the sanctioned strength of 637 Presidents and 1,416 Members, the posts of 234 Presidents and 538 Members are vacant.

Further, the appointment process for Presidents and Members of the State and District Consumer Commissions is presently governed by the proceedings in the matter of Dr. Mahendra Bhaskar Limaye before the Hon'ble Supreme Court. The Department of Consumer Affairs filed an affidavit on 02.09.2025, a Miscellaneous Application on 15.10.2025 (re-filed on 15.01.2026) and a Review Petition on 16.02.2026, before the Hon'ble Supreme Court. The matter is presently sub judice before the Hon'ble Supreme Court.

ANNEXURE REFERRED TO IN REPLY TO PART (a) OF LOK SABHA UNSTARRED QUESTION NO. 1719 FOR 29.07.2026 REGARDING PENDENCY IN NATIONAL CONSUMER FORUM.

Sl. No.	Year Commission 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.	National Consumer Disputes Redressal Commission (NCDRC)	2697	1965	3655	4054	5816	6125	4546	6953	3402	4908
State Consumer Disputes Redressal Commissions (SCDRCs)											
1.	Andaman and Nicobar Islands	21	24	23	36	8	2	11	1	11	2
2.	Andhra Pradesh	1648	471	2678	3372	3398	3942	3434	2672	3563	2618
3.	Arunachal Pradesh	14	9	25	19	39	30	40	26	26	26
4.	Assam	335	213	554	608	553	511	552	552	513	408
5.	Bihar	2745	808	5277	3047	4279	4874	3928	3293	3268	3153
6.	Chandigarh	2149	1180	2135	1655	1782	2625	1741	1902	1406	1810
7.	Chhattisgarh	3464	2147	2829	2356	3403	4662	3077	4817	2791	4032
8.	Delhi	4053	1778	5031	5106	6063	8545	6418	6525	5574	5204
9.	Dadra and Nagar Haveli and Daman and Diu	12	0	19	2	31	0	19	0	0	0
10.	Goa	271	183	177	178	219	365	285	231	288	213
11.	Gujarat	14944	9751	14676	16143	17634	17226	18152	12583	18280	12553
12.	Haryana	10364	4567	11959	9002	13251	11795	13214	9674	12385	9676
13.	Himachal Pradesh	1038	811	2267	1796	2415	2104	2280	2154	2280	1845
14.	Jharkhand	678	76	1923	2106	1703	2028	1389	1387	1261	880
15.	Jammu & Kashmir	0	0	12	0	31	3	46	160	317	84
16.	Karnataka	7066	7968	9035	11939	10435	12538	11872	10244	10630	10923
17.	Kerala	4974	3719	6121	7198	8473	6700	12003	6778	12018	8130
18.	Ladakh	0	0	0	0	0	0	0	0	0	0
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
