

**GOVERNMENT OF INDIA
CONSUMER AFFAIRS AND PUBLIC DISTRIBUTION
LOK SABHA**

UNSTARRED QUESTION NO:2353
ANSWERED ON:09.03.2000
CASES PENDING IN CONSUMER COURTS
ADHIR RANJAN CHOWDHURY;SHYAMA SINGH;VAIKO

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

- (a) whether Consumer Protection Act, 1986 lays down that the matter should be disposed off within 90 days;
- (b) if so, whether it is a fact that not a single case in the country has been settled within this time frame;
- (c) if so, the reasons therefore; and
- (d) further steps, the Government propose to take to make the consumer courts effective?

Answer

MINISTER OF STATE IN THE MINISTRY OF CONSUMER AFFAIRS AND PUBLIC DISTRIBUTION (SHRI V. SREEI PRASAD)

(a): According to the provisions of the Rules framed under the Consumer Protection Act, 1986 the National Commission, State Commissions and District Fora set up under the Act are required to dispose off cases, as far as possible, within 90 days from the date of receipt of the Notice by the opposite party and within 150 days if it requires analysis or testing of the commodity in question.

(b) to (d): As per the report made available by the National Commission, 1933 cases in National Commission, 20159 cases in State Commissions and 272808 cases in District Forums have been decided within 90 days. The disposal of cases by the consumer courts in the country is affected by the inadequate infrastructure, frequent adjournments, non-filling of posts of the Presidents/Members in the consumer courts. To remove these obstacles, some of the important steps taken by the Central Government are as follows:

- (i) Strengthening of the infrastructure of the consumer courts for which Central Government has provided one-time grant of Rs.61.8 crores to supplement the efforts of the States/Union Territories (UTs).
- (ii) State/UT Governments have been requested to fill up the vacancies of Presidents/Members in the consumer courts in time.
- (iii) Central Government has written to the State/UT Governments to hold periodical meetings with the Presidents of the Consumer Courts to monitor and expedite the disposal of the cases.
- (iv) Central Government and the National Commission are regularly monitoring the working of the Consumer Courts.
- (v) Central Government conducts training courses for the Members of the Consumer Courts to acquaint them with the provisions of the Consumer Protection Act, 1986 and Rules and other relevant legislations.
- (vi) Amendment of the Consumer Protection Act, 1986 as considered necessary.