

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

STARRED QUESTION NO:62  
ANSWERED ON:05.12.2003  
CONSUMER DISPUTES REDRESSAL  
ADHIR RANJAN CHOWDHURY;GANTA SRINIVASA RAO

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

- (a) whether the Government propose to set up a Committee for quick and easy redressal of consumer disputes;
- (b) if so, the details thereof;
- (c) whether the disputes of customers remain unresolved for years together for want of quick action;
- (d) if so, the number of cases which are pending in the Consumer Court for more than 3 years, 5 years and 10 years, State-wise; and
- (e) the extent to which the formation of Committee is going to resolve such disputes within a short time-frame?

**Answer**

MINISTER OF CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION (SHRI SHARAD YADAV)

(a) to (e): A statement is laid on the Table of the House.

STATEMENT REFERRED TO IN PARTS (a) TO (e) OF REPLY TO LOK SABHA STARRED QUESTION NO. 62 FOR 5/12/2003 REGARDING CONSUMER DISPUTES REDRESSAL

(a) to (e): There is no proposal with the Govt. to set up a Committee empowering them with judicial powers to redress consumer disputes. However, to provide quick and easy redressal to consumer disputes, a quasi-judicial consumer dispute redressal machinery has already been set up at the district, state and national levels under the Consumer Protection Act, 1986. The National Consumer Disputes Redressal Commission (NCDRC) which under section 24B of the Act monitors the institution, disposal and pendency of cases has informed that 21,65,510 cases have been filed with the consumer disputes redressal agencies since their inception, out of which 18,05,465 cases (83.37%) have already been disposed of by them. The age-wise and state-wise details of cases pending for more than 3 years, 5 years and 10 years received from the NCDRC is annexed. It may be stated here that the Consumer Protection Act, 1986 was comprehensively amended very recently through the Consumer Protection (Amendment) Act, 2002 which has been brought into force from 15th March, 2003. The major objective of this Amendment was to facilitate quicker disposal of complaints by the consumer dispute redressal agencies, by enhancing the capability of redressal agencies, strengthening them with more powers, facilitating faster execution of their orders, streamlining the procedures and widening the scope of the Act to make it more functional and effective. Some of the important amendments made to facilitate quicker disposal of complaints/appeals include the provision for :

- (1) Creation of Benches and appointment of additional Members in the National Commission and State Commissions;
- (2) Holding of Circuit Benches by State Commissions and National Commission;
- (3) Prescribing of time limits for admission of complaints, issue of notices and disposal of complaints as well as appeals;
- (4) Prescribing parameters for adjournments to avoid frequent adjournments;
- (5) Substantial enhancement of pecuniary jurisdiction of consumer forums at all the three levels; and
- (6) Empowering senior-most Member to preside the Forum in the absence of President.

In addition to the amendment of the Consumer Protection Act, the Central Government has been taking a number of steps for improving the functioning of consumer forums. Some of the important steps taken are –

- (1) An amount of Rs. 61.80 crores was released during 1995-99 to the States/UTs as one time grant to supplement their efforts for strengthening the infrastructure of consumer forums;
- (2) The performance of the consumer forums is periodically reviewed in the meetings of Central Consumer Protection Council and other review meetings held with States and Consumer Forums;
- (3) Training of Members/Presidents of consumer forums is organized at the Indian Institute of Public Administration with a view to

enhance their efficiency; and

(4) Setting up of Additional Bench of the National Commission on 24.09.2003, for which necessary staff was provided. In addition, additional manpower has also been provided for effective functioning of the National Commission and also to enable the Commission to exercise administrative control over consumer forums.

## ANNEXURE

### STATEMENT REFERRED TO IN PARTS (a) TO (e) OF REPLY TO LOK SABHA STARRED QUESTION NO. 62 FOR 5/12/2003 REGARDING CONSUMER DISPUTES REDRESSAL

Statement showing the cases pending between 3-5 years, 5-10 years and more than 10 years in National Commission, State Commissions and District Forums, as on 31.10.2003.

|                      | Cases pending between 3-5 years | Cases pending between 5-10 years. | Cases pending more than 10 years. |    |
|----------------------|---------------------------------|-----------------------------------|-----------------------------------|----|
| National Commission. | 3108                            | 1237                              |                                   | 8# |

Remark: # Four cases remanded by Hon'ble Supreme Court, two cases adjourned sine die by Hon'ble Supreme Court/High Court and two cases were pending due to stay in High courts and are now before the National Commission as stay vacated.

State Commission:

| Sl No. | Name of States  | Cases pending between 3-5 years. | Cases pending between 5-10 years. | Cases pending more than 10 years. | Remarks.                                     |
|--------|-----------------|----------------------------------|-----------------------------------|-----------------------------------|--|
| 1      | Andhra Pr       | 86                               | 0                                 | 0                                 |  |
| 2      | Arunachal Pr    | 2                                | 1                                 | 0                                 |  |
| 3      | Assam           | 486                              | 309                               | 30                                |  |
| 4      | Bihar           | 2958                             | 748                               | 5                                 |  |
| 5      | Chattisgarh     | 392                              | 0                                 | 0                                 |  |
| 6      | Goa             | 268                              | 4                                 | 0                                 |  |
| 7      | Gujrat          | 3330                             | 362                               | 0                                 |  |
| 8      | Haryana         | 1058                             | 48                                | 0                                 |  |
| 9      | Himachal Pr     | 23                               | 0                                 | 0                                 |  |
| 10     | J & K           |                                  |                                   |                                   | Information awaited.                         |
| 11     | Jharkhand       | 0                                | 0                                 | 0                                 |  |
| 12     | Karnataka       | 236                              | 75                                | 0                                 |  |
| 13     | Kerala          | 1024                             | 10                                | 0                                 |  |
| 14     | Madhya Pr       | 632                              | 36                                | 0                                 |  |
| 15     | Maharashtra     | 3183                             | 1208                              | 1                                 |  |
| 16     | Manipur         |                                  |                                   |                                   | Information awaited.                         |
| 17     | Meghalaya       | 2                                | 4                                 | 0                                 |  |
| 18     | Mizoram         |                                  |                                   |                                   | Information awaited.                         |
| 19     | Nagaland        |                                  |                                   |                                   | Information awaited.                         |
| 20     | Orissa          | 1331                             | 1546                              | 0                                 |  |
| 21     | Punjab          | 230                              | 0                                 | 0                                 |  |
| 22     | Rajasthan       | 2375                             | 5187                              | 0                                 |  |
| 23     | Sikkim          | 0                                | 0                                 | 0                                 |  |
| 24     | Tamil Nadu      | 1540                             | 177                               | 2                                 |  |
| 25     | Tripura         | 170                              | 7                                 | 0                                 |  |
| 26     | Uttar Pr        | 6056                             | 13120                             | 3671                              |  |
| 27     | Uttaranchal     | 0                                | 0                                 | 0                                 |  |
| 28     | West Bengal     | 1026                             | 148                               | 1                                 |  |
| 29     | A&N Island      | 0                                | 0                                 | 0                                 |  |
| 30     | Chandigarh Adm. | 34                               | 1                                 | 0                                 |  |
| 31     | D&N Haveli      | 1                                | 0                                 | 0                                 | D&N Haveli & D&D having combined Commission. |

|    |             |      |      |    |
|----|-------------|------|------|----|
| 32 | Daman & Diu |      |      |    |
| 33 | Delhi       | 1028 | 1055 | 87 |
| 34 | Lakhsdweep  | 0    | 0    | 0  |
| 35 | Pondicherry | 1    | 0    | 0  |

|       |       |       |      |
|-------|-------|-------|------|
| Total | 27472 | 24046 | 3797 |
|-------|-------|-------|------|

District Forums:

| Sl    | Name of States  | Cases pending between 3-5 years | Cases pending between 5-10 years. | Cases pending more than 10 years. | Cases pending | Remarks.                                |
|-------|-----------------|---------------------------------|-----------------------------------|-----------------------------------|---------------|---|
| 1     | Andhra Pr       | 2868                            |                                   | 437                               | 4             |   |
| 2     | Arunachal Pr    |                                 |                                   |                                   |               | Information awaited.                    |
| 3     | Assam           | 615                             |                                   | 922                               | 309           |   |
| 4     | Bihar           |                                 |                                   |                                   |               | Information awaited.                    |
| 5     | Chattisgarh     | 368                             |                                   | 15                                | 0             |   |
| 6     | Goa             | 802                             |                                   | 27                                | 0             |   |
| 7     | Gujrat          | 11056                           |                                   | 7047                              | 89            |   |
| 8     | Haryana         | 3950                            |                                   | 156                               | 0             |   |
| 9     | Himachal Pr     | 89                              |                                   | 7                                 | 0             |   |
| 10    | J & K           |                                 |                                   |                                   |               | Information awaited.                    |
| 11    | Jharkhand       | 461                             |                                   | 73                                | 0             |   |
| 12    | Karnataka       | 477                             |                                   | 32                                | 1             |   |
| 13    | Kerala          | 333                             |                                   | 31                                | 6             |   |
| 14    | Madhya Pr       | 2436                            |                                   | 328                               | 0             |   |
| 15    | Maharashtra     | 4745                            |                                   | 1190                              | 21            |   |
| 16    | Manipur         |                                 |                                   |                                   |               | Information awaited.                    |
| 17    | Meghalaya       | 0                               |                                   | 0                                 | 0             |   |
| 18    | Mizoram         |                                 |                                   |                                   |               | Information awaited.                    |
| 19    | Nagaland        |                                 |                                   |                                   |               | Information awaited.                    |
| 20    | Orissa          | 193                             |                                   | 1                                 | 0             |   |
| 21    | Punjab          | 1                               |                                   | 2                                 | 0             |   |
| 22    | Rajasthan       | 2861                            |                                   | 676                               | 4             |   |
| 23    | Sikkim          | 0                               |                                   | 0                                 | 0             |   |
| 24    | Tamil Nadu      | 1158                            |                                   | 120                               | 19            |   |
| 25    | Tripura         |                                 |                                   |                                   |               | Information awaited.                    |
| 26    | Uttar Pr        | 14531                           |                                   | 6964                              | 260           |   |
| 27    | Uttaranchal     | 703                             |                                   | 0                                 | 0             |   |
| 28    | West Bengal     | 39                              |                                   | 5                                 | 0             |   |
| 29    | A&N Island      | 0                               |                                   | 0                                 | 0             |   |
| 30    | Chandigarh Adm. | 69                              |                                   | 0                                 | 0             |   |
| 31    | D&N Haveli      | 16                              |                                   | 0                                 | 0             | D&N Haveli & D&D having combined Forum. |
| 32    | Daman & Diu     |                                 |                                   |                                   |               |   |
| 33    | Delhi           | 760                             |                                   | 193                               | 0             |   |
| 34    | Lakhsdweep      | 0                               |                                   | 0                                 | 0             |   |
| 35    | Pondicherry     | 0                               |                                   | 0                                 | 0             |   |
| Total | 48531           | 18226                           | 713                               |                                   |               |   |