

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

STARRED QUESTION NO:188
ANSWERED ON:19.07.2004
CONSUMER PROTECTION LAW
Rajendran Shri P.;Reddy Shri S.P.Y.

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

- (a) the total number of cases filed under Consumer Protection Law during the last three years till date;
- (b) the number out of them disposed of by these courts/forums in each State, till- date;
- (c) whether the Government proposes to review the functioning of various consumer courts in the country;
- (d) if so, whether the performance of these courts/forums is not satisfactory and a large number of cases are pending;
- (e) if so, the reasons for delay in disposal of cases; and
- (f) the steps taken by the Government to improve the performance/working of consumer courts in the country?

Answer

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

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

STATEMENT REFERRED TO IN PARTS (a) TO (f) OF REPLY TO LOK SABHA STARRED QUESTION NO. 188 FOR 19/7/2004 REGARDING CONSUMER PROTECTION LAW

(a) & (b) : As per the information made available by the National Consumer Disputes Redressal Commission, the number of cases filed and disposed of during last three years is given in the Annexure.

(c) to (f): The overall disposal rate of 84% of the complaints filed under the Consumer Protection Act can be considered satisfactory. The National Consumer Disputes Redressal Commission has been vested with administrative control under the said Act over the State Commissions for obtaining periodical return regarding the institution, disposal and pendency of cases and for 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 without in any way interfering with their quasi judicial freedom.

The disposal of cases by the consumer disputes redressal agencies in the country is mainly affected by inadequate infrastructure, adjournments, non-filling up of the posts of the Presidents/Members. Some of the steps taken for the speedy disposal of cases by these agencies are as under:-

(i) One time grant of Rs.61.80 crores sanctioned to the States/Uts by the Central Government to supplement their efforts to strengthen the infrastructure of the consumer disputes redressal agencies;

(ii) Monitoring of the working of consumer disputes redressal agencies through the National Consumer Disputes Redressal Commission;

(iii) States and Union Territories requested from time to time to take prompt steps to fill up vacant posts of President/Member in the consumer disputes redressal agencies and maintain a panel of suitable candidates for appointment as President/Member;

(iv) The Consumer Protection Act, 1986 has recently been amended in 2002 mainly to facilitate the quicker disposal of complaints by enhancing the capabilities of the consumer fora, strengthening them with more powers, streamlining the procedures and widening the scope of the Act. A provision has also been incorporated in the amendment to empower the senior most Member to act as President in the absence of the regular President of the National Consumer Disputes Redressal Commission, the State Commission and the District Forum for smooth and uninterrupted functioning of these fora.

ANNEXURE

STATEMENT REFERRED TO IN PARTS (a) & (b) OF REPLY TO LOK SABHA STARRED QUESTION NO. 188 FOR 19/7/2004 REGARDING CONSUMER PROTECTION LAW

THE TOTAL NUMBER OF CASES FILED AND DISPOSED OF DURING JANUARY 2001 TO MARCH 2004

NATIONAL COMMISSION:

Sl. Filed from Disposed of from 1.1.2001
1.1.2001 to to 31.3.2004, (includes
31.3.2004 cases pending from previous years).

1 NATIONAL COMMISSION 12552 13007

STATE COMMISSIONS:

Sl. State/UT Filed from Disposed of from 1.1.2001
1.1.2001 to to 31.3.2004, (includes
31.3.2004 cases pending from previous years).

1	Andhra Pradesh	3850	4290
2	A & N Islands	25	28
3	Arunachal Pradesh	9	7
4	Assam	326	260
5	Bihar	2529	1068
6	Chandigarh	2012	1538
7	Chattisgarh	1442	463
8	D&N Haveli/D & Diu	6	8
9	Delhi	6651	6907
10	Goa	303	207
11	Gujrat	6267	6050
12	Haryana	11357	6134
13	Himachal Pradesh	4299	2873
14	Jammu & Kashmir	931	997
15	Jharkhand	1345	1275
16	Karnataka	4644	4263
17	Kerala	3909	2329
18	Lakshadweep	2	0
19	Madhya Pradesh	7462	7508
20	Maharashtra	7886	4682
21	Manipur	Not reported.	Not reported.
22	Meghalaya	138	108
23	Mizoram	Not reported.	Not reported.
24	Nagaland	Not reported.	Not reported.
25	Orissa	4127	2173
26	Pondicherry	97	87
27	Punjab	6328	4327
28	Rajasthan	6407	7979
29	Sikkim	6	4
30	Tamilnadu	3470	2178
31	Tripura	206	200
32	Uttar Pradesh	10925	1218
33	Uttaranchal	3084	1430
34	West Bengal	2769	2984
Total:		102812	73575

DISTRICT FORA:

Sl. State/UT Filed from Disposed of from 1.1.2001
1.1.2001 to to 31.3.2004, (includes
31.3.2004 cases pending from previous years).

1 Andhra Pradesh 23625 18977

2 A & N Islands	79	83
3 Arunachal Pd.	40	34
4 Assam	30008	24808
5 Bihar	1104	1177
6 Chandigarh	8043	3391
7 Chattisgarh	5889	4378
8 D & N Haveli/D & Diu	12	0
9 Delhi	34505	36729
10 Goa	908	627
11 Gujrat	23952	24470
12 Haryana	41760	41038
13 Himachal Pradesh	16166	6750
14 Jammu & Kashmir	4241	2653
15 Jharkhand	6164	7179
16 Karnataka	16934	17701
17 Kerala	22272	17369
18 Lakshadweep	15	11
19 Madhya Pradesh	27552	26885
20 Maharashtra	53962	49259
21 Manipur	Not reported.	Not reported.
22 Meghalaya	324	310
23 Mizoram	Not reported.	Not reported.
24 Nagaland	Not reported.	Not reported.
25 Orissa	13937	15788
26 Pondicherry	347	243
27 Punjab	31904	29847
28 Rajasthan	38419	41423
29 Sikkim	34	43
30 Tamilnadu	14186	15040
31 Tripura	Not reported.	Not reported.
32 Uttar Pradesh	80525	24064
33 Uttaranchal	5898	6332
34 West Bengal	11933	11858
Total:	514196	428467