

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

UNSTARRED QUESTION NO:3154

ANSWERED ON:15.03.2011

CONSUMER FORA

Singh Rajkumari Ratna;Singh Shri Ganesh;Sinh Dr. Sanjay;Tirkey Shri Manohar

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

- (a) the number of consumer fora in the country alongwith the number of cases registered, disposed of and pending therein during each of the last three years and the current year;
- (b) whether the Government has reviewed the working of the said fora;
- (c) if so, the details and the outcome thereof; and
- (d) the steps taken to strengthen consumer fora to improve their efficiency for speedy disposal of cases?

**Answer**

MINISTER OF THE STATE (INDEPENDENT CHARGE) IN THE MINISTRY OF CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION (PROF. K. V. THOMAS)

(a): As per information received from National Consumer Disputes Redressal Commission (NCDRC), the number of Consumer Fora in the country alongwith the number of cases registered, disposed of and pending therein since 2007 is at Annexure. Information for 2011 is not available.

(b) to (d): Functioning of Consumer Fora in the different States/UTs are reviewed by the Department as well as NCDRC through periodical reports called from all States/UTs wherein information on all aspects of functioning of Consumer Fora including disposal and pendency of cases are called for.

Steps taken to strengthen the Consumer Fora and improve their efficiency for speedy disposal of cases are as given below:

(i) Financial assistance is being provided by the Central Government to the States/UTs for strengthening of infrastructure of District Fora and State Commissions (Building as well as Non-Building Assets) under the scheme `Strengthening Consumer Fora` presently. The Computerization and networking of all the Consumer Fora across the country is also being undertaken through NIC, under the scheme `CONFONET`.

(ii) Some of the State Commission and District Fora are adopting the process of ~-holding Lok Adalats for speedy disposal of the cases. The National Commission has also started holding Lok Adalat.

(iii) The National Commission holds Circuit Bench sittings as per the provisions of Section 22C of the Consumer Protection Act, 1986. So far, the National Commission has held Circuit Bench sittings at Hyderabad, Bangalore, Chennai, Pune, Kolkata, Ernakulam and Ahmedabad.

(iv) In addition to the existing five Benches of the National Commission, the Central Government has recently sanctioned one additional bench for the National commission for a period of five years for disposing off backlog of pending cases.

(v) In the following States Circuit Benches/Additional Benches are functioning :

(a) Gujarat 03 Additional Benches

(b) Maharashtra Circuit Bench at Nagpur & Aurangabad

(c) Uttar Pradesh 01 Additional Bench

(d) West Bengal 01 Additional Bench

(e) Madhya Pradesh 01 Additional Bench

(f) Punjab 01 Additional Bench