

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

STARRED QUESTION NO:34
ANSWERED ON:02.08.2011
DISPOSAL OF CONSUMER CASES
Agarwal Shri Jai Prakash;Dashmunsi Deepa

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

- (a) the number of cases filed and those pending before the various consumer fora across the country for the last three years and the current year, year-wise, State and UT-wise;
- (b) whether any time-frame has been set for the disposal of such cases by the various fora;
- (c) if so, the details thereof alongwith the steps taken/proposed to be taken to expedite the same;
- (d) whether any consumer awareness programme has been undertaken in the country, particularly in the State of West Bengal; and
- (e) if so, the details thereof and the manner in which the said awareness campaign has been undertaken?

Answer

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

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

STATEMENT REFERRED IN REPLY TO PARTS (a) TO (e) OF LOK SABHA STARRED QUESTION NO.34 FOR 02.08.2011 REGARDING DISPOSAL OF CONSUMER CASES.

(a): The number of consumer cases filed and those pending in National Commission, State Commission and District Fora across the country for the last three years and the current year, year-wise, State and UT-wise, as per information received from National Consumer Disputes Redressal Commission, is at Annexures I & II.

(b) & (c): As per Section 13 (3A) of the Consumer Protection Act 1986, every complaint shall be heard as expeditiously as possible and endeavour shall be made to decide the complaint within a period of three months from the date of receipt of notice by opposite party where the complaint does not require analysis or testing of commodities and within five months, if it requires analysis or testing of commodities. Steps taken to strengthen the Consumer Fora and improve their efficiency for speedy disposal of cases are given at Annexure III.

(d) & (e): Department of Consumer Affairs has undertaken a comprehensive Consumer Awareness Programme in the country including the State Govt. of West Bengal, which is detailed at Annexure -IV.