

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

UNSTARRED QUESTION NO:3187  
ANSWERED ON:28.07.2009  
REVIEW OF CONSUMER COURTS  
Siddeswara Shri Gowdar Mallikarjunappa

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

- (a) whether the Union Government has recently reviewed the functioning of the consumer courts in the country;
- (b) if so, the details and outcome thereof;
- (c) whether the performance of the consumer courts/fora in some of the States is not satisfactory and a large number of cases are pending in these courts;
- (d) if so, the reasons for delay in disposal of the cases; and
- (e) the steps being taken 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): This is being done on a regular basis.
- (b): The functioning of the Consumer Fora in the country is reviewed regularly State/UT-wise through their Periodical (Monthly & Quarterly) Reports and remedial actions are suggested accordingly. The matter is also being taken up at the level of Secretary, Consumer Affairs with concerned Chief Secretaries from time to time. The functioning of the Consumer Fora in the country is also reviewed periodically in Conferences with the Secretaries in-charge of Consumer Affairs & Presidents of State Commissions held in New Delhi, organized by this Department along with National Commission. As a result of all these measures, the disposal of cases by Consumer Fora as on 01.07.2009 is 2853025 (88.68%) out of total of 3217323 cases filed in all Consumer Fora in the country.
- (c): There are some States/UTs, where disposal of cases by Consumer Fora is below the national average and there is large pendency of cases.
- (d): Reason for delay in disposal of the cases is due to vacancy in posts of President/Members of Consumer Fora, inadequate facilities including lack of supporting staff, inadequate infrastructure etc.
- (e): The important steps being taken to improve the performance/working of consumer courts in the country by the Central Government are as under:
  - (i) Financial assistance is being provided to the States/UTs for strengthening their infrastructure. `CONFONET` scheme for computerization and networking of Consumer Fora across the country is also being implemented.
  - (ii) With an objective to facilitate the Fora in quicker disposal of cases, several provisions were made through Consumer Protection (Amendment) Act, 2002 which included enabling the Senior Most Member to preside over the Consumer Fora if the President is absent for any reasons, establishment of Circuit Benches of National Commission and providing for reappointment of President/Members of Consumer Fora.
  - (iii) The Central Government has been requesting State Governments to take advance action for filling up expected vacancies of President and Members. Wherever required, adjacent Fora can be clubbed together. Benches can also be established in Consumer Fora.