

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

UNSTARRED QUESTION NO:2716

ANSWERED ON:28.08.2012

CONSUMER CASES

Choudhary Shri Harish;Rathwa Shri Ramsinhbhai Patalbhai;Reddy Shri Modugula Venugopala ;Singh Shri Ilyaraj

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

- (a) the number of consumer fora functioning in the country at State and district level along with the number of posts lying vacant therein, State/UT-wise;
- (b) the number of cases filed, decided and pending in the said consumer fora across the country during the last three years and the current year, State/UT-wise;
- (c) the steps taken/proposed to be taken for filling up the vacant posts and early disposal of the cases;
- (d) whether the Government proposes to organise or has directed the States to organise the said fora on the lines of Lok Adalat for speedy justice;
- (e) if so, the details thereof and the response of the States thereto; and
- (f) the details of consumer awareness campaigns launched during each of the last three years, State-wise including West Bengal and the success achieved therein?

**Answer**

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

- (a) : The number of functional/non-functional State Commissions and District Fora as on 21.08.2012, may be seen at Annexure-I and the number of vacant posts of Presidents and Members in State Commissions and District Fora may be seen at Annexure-II.
- (b) : The number of cases filed and disposed in State Commissions and District Fora during the years 2009, 2010, 2011 & 2012 (as on 30.06.2012) may be seen at Annexure-III & Annexure-IV respectively.
- (c) : The steps taken/proposed to be taken for filling up the vacant posts and early disposal of the cases are:
  - (1) The State Governments have been requested from time to time to take action well in advance for filling up of vacancies of President and Members and to maintain a panel of candidates for filling up of future vacancies also to avoid delay in appointments. The Central Government has also requested State Governments that wherever required, adjacent Fora may be clubbed together so that functioning of Consumer Fora is not affected due to any temporary absence or vacancy.
  - (2) In order to dispose of the pending cases, Circuit Benches from National Commission have been frequently visiting States. So far, the National Commission has held Circuit Bench sittings at Hyderabad, Bangalore, Chennai, Pune, Kolkata, Ernakulam, Ahmedabad and Bhopal. Some State Commissions have constituted Additional Benches mainly to dispose off backlog of pending cases.
  - (3) Some of the State Commissions and District Fora are adopting the process of holding Lok Adalats for speedy disposal of the cases. The National Commission has also held Lok Adalats aiming to reduce the pendency of cases and also faster disposal of cases.
  - (4) Financial assistance is provided by the Central Government to the States/UTs for strengthening of infrastructure of Consumer Fora (Building as well as Non-Building Assets). The Computerization and Computer Networking of all the Consumer Fora across the country is also being implemented through NIC, under the "CONFONET" Scheme.
  - (5) The Consumer Protection (Amendment) Bill, 2011 has been introduced in the Lok Sabha on 16.12.2011, with provisions made for empowering the Consumer Fora for faster disposal of cases, simplifying selection procedure to avoid any delay in selection of Members/President, online filing of applications and strengthening of Penalty Provisions etc.
- (d) : The Central Government has been impressing upon the States/UTs from time to time to follow Lok Adalat method also for speedy disposal of cases by Consumer Fora.
- (e) : As on 21.08.2012, the cases disposed of by Lok Adalat Method in Consumer Fora in States/UTs may be seen at Annexure-V.

(f) : Advertisements are being released through Print media, Electronic media & Outdoor media for consumer awareness through a nationwide comprehensive publicity campaign "Jago Grahak Jago" with focus on rural & remote areas.

This Department has also released Grants-in-aid to State Governments including West Bengal for undertaking consumer awareness. State wise details of funds released during last 3 years for consumer awareness program by the Department may be seen at Annexure-VI.