

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

STARRED QUESTION NO:208

ANSWERED ON:12.03.2013

CONSUMER CASES

Patel Shri Bal Kumar;Shekhar Shri Neeraj

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

- (a) whether a large number of cases are pending in various consumer fora despite the stipulation of time-frame for disposal of the cases;
- (b) if so, the details thereof and the reasons therefor indicating the number of cases registered, disposed of and pending in different consumer fora during each of the last three years and the current year, State-wise;
- (c) the funds allocated and utilised under the Consumer Awareness Programmes including the `Jago Grahak Jago` campaign; and
- (d) the steps taken to ensure strict compliance of the stipulated time-frame for disposal and clearance of pending cases?

Answer

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

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

STATEMENT REFERRED TO REPLY TO PARTS (a) TO (d) OF LOK SABHA STARRED QUESTION NO. 208 FOR 12.3.2013 REGARDING CONSUMER CASES.

(a) & (b) :Yes, Madam. The State-wise number of cases registered, disposed of and pending in National Commission and State Commissions during 2008, 2009, 2010, 2011 and 2012 is at Annexure-I.

The State-wise number of cases registered, disposed of and pending in District Fora during 2008, 2009, 2010, 2011 and 2012 is at Annexure-II.

The reasons for pendency include delay by State Government /UTs in timely filling up vacant posts, the tendency of private companies to drag on litigation and the normal judicial process of decision making.

(c):The funds allocated and utilized under the Consumer Awareness Programmes including the "Jago Grahak Jago" campaign in the last three years and 2012-2013 till 31/01/2013 is as under:

(Rs. in Crore)

S.No Year B.E Expenditure

1. 2009-10 84.00 70.83

2. 2010-11 80.67 80.58

3. 2011-12 87.43 85.65

4. 2012-13 80.00 58.00

(d): The steps taken to ensure strict compliance of stipulated time-frame for disposal of cases and clearance of pending cases are as

under:

- (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.
- (2) Circuit Benches from National Commission have been frequently visiting States.
- (3) Some State Commissions have constituted Additional Benches mainly to dispose off backlog of pending cases.
- (4) The National Commission and some of the State Commissions as well as District Fora are adopting the process of holding Lok Adalats for speedy disposal of the cases.
- (5) Financial assistance is provided by the Central Government to the States/UTs for strengthening of infrastructure of Consumer Fora including computerization and networking.