

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

UNSTARRED QUESTION NO:4811

ANSWERED ON:23.04.2013

CONSUMER COURTS

Dubey Shri Nishikant ;Ganpatrao Shri Jadhav Prataprao;Ramasubbu Shri S.;Vishwanath Shri Adagur H

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

- (a) whether district consumer courts are yet to be set up in a number of districts despite the assistance provided by the Union Government;
- (b) if so, the details thereof and the corrective steps taken in this regard along with the criterion fixed for setting up of such courts, State-wise;
- (c) the number of cases registered, disposed and pending in these courts along with the steps taken to clear these cases in a time bound manner;
- (d) whether the Government proposes to launch new campaigns and improve the quality and content of the existing ones to create consumer awareness; and
- (e) if so, the details thereof?

Answer

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

(a) & (b): Under the provisions of Consumer Protection Act, 1986, it is the responsibility of State Governments concerned to set up District Fora in their States. To supplement the efforts of the State Governments, the Central Government provides financial assistance for strengthening the infrastructure of Consumer Fora under the scheme of 'Strengthening Consumer Fora (SCF)'. As per the Guidelines of 'SCF' scheme, financial assistance is provided to only those Consumer Fora where the posts of President/Members have been created, i.e. the Consumer Fora have been set up. As on 15.04.2013, total 632 number of District Fora have been set up in the country which is an ongoing process.

(c) : As on 15.04.2013, the number of cases filed since inception, disposed of since inception and pending in District Fora is as under:

Name of Agency	Cases filed since inception	Cases disposed of since inception	Cases Pending
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District Fora	3271032	3016793	254239
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The various steps taken to clear these cases in time bound manner 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 also to maintain a panel of candidates for filling up of future vacancies so as 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 with a view to expedite disposal of cases.

(d) & (e): Yes, Madam. The department regularly issues advertisements on various consumer related issues through newspapers, TV, Radio and other forms of mediums. The department also releases grants-in-aid to States and Union Territories to carry out consumer awareness activities in States and UTs. For the year 2013-14, a Budget Estimate of Rs. 75.00 crore has been kept under the plan scheme of Consumer Awareness.