

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

UNSTARRED QUESTION NO:179

ANSWERED ON:21.07.2015

Rating Cards of Consumer Forums

Adsul Shri Anandrao ;Gavit Dr. Heena Vijaykumar;Mahadik Shri Dhananjay Bhimrao;Patil Shri Shivaji Adhalrao;Patil Shri Vijaysinh Mohite;Radhakrishnan Shri T.;Satav Shri Rajeev Shankarrao;Shrirang Shri Chandu Barne;Sule Smt. Supriya Sadanand;Yadav Shri Dharmendra

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

- (a) whether the Government proposes to give rating cards to consumer forums on the basis of their speed of disposal of cases, period and number of adjournments and average time taken for admission;
- (b) if so, the details and the objective thereof;
- (c) whether the Government also proposes to bring major amendments for selection of the members of district forums through tests conducted by the State Public Service Commissions and if so, the details thereof; and
- (d) the other corrective steps taken/being taken by the Government to revamp the consumer forums in the country to check procedural delays/adjournments and provide speedy justice to consumers?

Answer

THE MINISTER FOR
CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION
(SHRI RAM VILAS PASWAN)

- (a) & (b) : The admission, adjournments and disposal of cases in Consumer Fora is reviewed through an electronic monitoring system" Computerization and Computer networking of Consumer Fora (CONFONET)'.
(c) : In the proposed amendments to the Consumer Protection Act, 1986, selection of the Members of District Consumer Forum is proposed to be made by the State Government on the recommendations of the State Public Service Commission in such manner as may be prescribed.
- (d) : Other amendments proposed to simplify the adjudication process include enhancing the pecuniary jurisdiction of the Consumer Grievance Redressal Agencies, increasing minimum number of Members in the consumer courts to facilitate quick disposal of complaints, power to review their own orders by the State and District Commission, constitution of 'Circuit Bench' to facilitate quicker disposal of complaints, enabling provisions for consumers to file complaints electronically and file complaints in consumer courts that have jurisdiction over the place of residence of the complainant, and deemed admissibility of complaints if the question of admissibility is not decided within the specified period of 21 days.
