

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

UNSTARRED QUESTION NO:2347

ANSWERED ON:04.08.2015

Pending Consumer Cases

Bhatt Smt.Ranjanben;Karunakaran Shri P.;Koli Shri Bahadur Singh

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

- (a) the number of consumer fora functioning in various States including Rajasthan, State-wise;
- (b) the number of cases registered, disposed and pending in these fora during the last three years and the current year along with the reasons for pendency;
- (c) the steps taken for speedy disposal of the cases;
- (d) whether the Government reviews the working of these consumer fora; and
- (e) if so, the details and the outcome thereof?

Answer

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

(a) : Madam, the reply is given in Annexure I.

(b) : The statement showing the number of cases registered, disposed and pending in these Fora during the last three years and the current year is given in Annexure II.

The pendency in Consumer Fora is due to various reasons such as increased number of cases caused by growing Consumers' awareness, scope for multiple appeals and vacancy of incumbents in certain States/UTs.

(c) : The steps taken for speedy disposal of the 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 LokAdalats 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.

(d) & (e) : Yes, Madam, the Government reviews the working of these consumer fora through periodical returns. The Government had also instituted a study through Indian Institute of Public Administration (IIPA), New Delhi in 2012. The study revealed the following:

- i) Involvement of lawyers in District Forum;
- ii) inadequate lab testing facility;
- iii) problem in execution of the orders of the District Forum;
- iv) because of small compensation, consumers lose interest in the case;
- v) lack of capacity of the members to adjudicate the case;
- vi) lack of infrastructure/man-power.
