

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

UNSTARRED QUESTION NO:6297

ANSWERED ON:05.05.2015

CONSUMER COMPLAINTS

Chautala Shri Dushyant;Chinnaraj Shri Gopalakrishnan;Chudasama Shri Rajeshbhai Naranbhai;Rajoria Dr. Manoj;Rori Shri Charanjeet Singh;Teacher Smt. P.K.Sreemathi

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

- (a) whether Consumer Fora have been set up in all the States and provided with adequate manpower, if so, the details thereof and if not, the reasons therefor along with the steps taken to strengthen infrastructure and fill up the vacancies therein,
- (b) whether the Government provides any financial assistance to the States for setting up and effectively running the said Fora and if so, the details thereof indicating the financial assistance provided during the last three years, State-wise,
- (c) the number of complaints registered, disposed and pending in the said Fora during the said period along with the action taken for speedy disposal of the cases. State-wise;
- (d) whether the complex and time consuming procedure is affecting the timely disposal of cases, if so, the details thereof and the corrective steps being taken in this regard; and
- (e) whether the Government proposes to amend the Consumer Protection Act, 1986 to facilitate mediation and arbitration and set up fast track courts for speedy delivery of justice to the consumers and if so, the details thereof?

Answer

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

- (a) : Yes, Madam Consumer Fora have been setup in all the States/UTs. It is the responsibility of the State/UT Governments to provide manpower. The Central Government advises the State Governments from time to time for filling up the vacancies well in advance.
- (b) : The Central Government provides financial assistance to the States/UTs for setting up and effectively running the Consumer Fora. The details of financial assistance provided during the last three years is given in Annexure-I.
- (c) The information regarding details of pending cases for the years 2012, 2013 and 2014 is given at Annexure-11. The various steps taken for speedy disposal of the cases are as under:
 - (i) 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.
 - (ii) The National Commission holds annual conference of the Presidents of the State Commissions and Secretaries In-charge, Consumer Affairs of the State Governments/UTs to evaluate the functioning of the Consumer Fora in the country and effective implementation of the Consumer Protection Act, 1986;
 - (iii) The National Commission is holding Circuit Benches from time to time
 - (iv) Some of the State Commissions and District Fora are adopting the process of holding Lok Adalats for speedy disposal of the cases.
 - (v) 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): There are delay in disposal of cases due to adjournments and other procedural requirements. The Consumer Protection Act, 1986 is being amended comprehensively, providing for simplification of the adjudication process.
- (e) The Consumer Protection Act, 1986 is being amended to provide for mediation as an alternate disputes resolution mechanism. There is no proposal for setting up of fast track courts