

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

UNSTARRED QUESTION NO:353

ANSWERED ON:25.11.2014

CONSUMER CASES

Jadhav Shri Prataprao Ganpatrao;Khairi Shri Chandrakant Bhaurao;Mishra Shri Bhairon Prasad;Mondal Shri Sunil Kumar;P. Shri Nagarajan;Patel Shri Devji Mansingram;Singh Shri Ganesh;Singh Shri Sunil Kumar

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

- (a) whether there is a huge backlog of consumer cases pending before the National, State and District Consumer fora;
- (b) if so, the details thereof the reasons therefor and the reaction of the Government thereto indicating the number of such fora presently operational, cases registered, disposed and pending before the said fora during each of the last three years and the current year, State-wise;
- (c) whether the Government has made any assessment/ conducted any study on the reasons for the growing pendency of consumer cases; if so, the details and the outcome thereof along with the rate of fresh receipt and disposal of such cases; and
- (d) the details of the steps taken for improving the working of consumer fora, setting up of new benches at various levels, clearance of the backlog cases and speedy disposal of fresh cases?

**Answer**

THE MINISTER OF STATE FOR CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION (SHRI RAOSAHEB PATIL DANVE)

(a) Yes, Madam.

(b) The statement showing the pendency of cases in the Consumer Fora is enclosed as Annexure I.

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

(c) Yes, Madam, The Government had 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 competence of the members to adjudicate the case;
- vi) Inadequate infrastructure/man-power

(d) The steps taken for improving the working of consumer fora 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 compute- rization and networking.