**Government of India**

# Ministry of Consumer Affairs, Food and Public Distribution

**Department of Consumer Affairs**

**LOK SABHA**

#### UNSTARRED QUESTION NO.6589

#### TO BE ANSWERED ON 7.5.2013

**Pending Cases in Consumer Courts**

6589. SHRI ANANDRAO ADSUL:

SHRI DHARMENDRA YADAV:

SHRI ADHALRAO PATIL SHIVAJI:

SHRI GAJANAN D. BABAR:

SHRI MADHU GOUD YASKHI:

**Will the Minister of CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION miHkksDrk ekeys] [kk| vkSj lkoZtfud forj.k ea=h be pleased to state:**

(a) the number of cases pending with various Consumer Courts, State and UT-wise;

(b) whether the Union Government is considering to set up a nationwide consumer network to ensure speedy solution of disputes and reduce the burden of cases on consumer courts;

(c) if so, the details thereof; and

(d) the time by which a final decision is likely to be taken by the Union Government in this regard?

**ANSWER**

**miHkksDrk ekeys] [kk| vkSj lkoZtfud forj.k ea=ky; esa jkT; ea=h ¼Lora= izHkkj½**

**¼izks% ds0 oh0 FkkWel½**

**THE MINISTER OF STATE (INDEPENDENT CHARGE)**

**FOR CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION**

**(PROF. K. V. THOMAS)**

(a) : The State and UT-wise number of cases filed since inception, disposed of since inception and pending in State Commissions is at **Annexure-I** and number of cases filed since inception, disposed of since inception and pending in District Fora is at **Annexure-II.**

(b) to (d): To ensure speedy solution of disputes and reduce the burden of cases on Consumer Fora, the scheme of ‘Computerization and Computer Networking of Consumer Fora in the Country (CONFONET)’ was launched in March, 2005 at a cost of Rs. 48.64 crore. Under the scheme, the Consumer Fora at all the three tiers throughout the country are to be fully computerized to enable access of information and quicker disposal of cases. The project is being implemented by the National Informatics Centre (NIC) on a turnkey basis. The scheme is proposed to be extended during 12thPlan with a total outlay of Rs. 70.00 crore.

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**Annexure-I**

**STATEMENT REFERRED TO IN REPLY TO PART (a) OF LOK SABHA UNSTARRED QUESTION NO. 5689 FOR 7.5.2013 REGARDING** **Pending Cases in Consumer Courts**

**Statement of Cases Filed/ Disposed of / Pending in the National Commission and State Commissions**

**(Update on 15.04.2013)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Sl. No.** | **Name of State** | **Cases filed since inception** | **Cases disposed of since inception** | **Cases Pending** | **% of Disposal** | **As On** |
|   | **National Commission** | **80511** | **69835** | **10676** | **86.74** | **31.03.2013** |
| 1 | Andhra Pradesh | 28862 | 27630 | 1232 | 95.73 | 28.02.2013 |
| 2 | A & N Islands | 42 | 38 | 4 | 90.48 | 31.01.2008 |
| 3 | Arunachal Pradesh | 65 | 62 | 3 | 95.38 | 28.02.2013 |
| 4 | Assam | 2577 | 1867 | 710 | 72.45 | 31.12.2012 |
| 5 | Bihar | 16735 | 11762 | 4973 | 70.28 | 31.12.2012 |
| 6 | Chandigarh | 12324 | 12159 | 165 | 98.66 | 28.02.2013 |
| 7 | Chattisgarh | 8677 | 8066 | 611 | 92.96 | 28.02.2013 |
| 8 | Daman & Diu and DNH | 25 | 20 | 5 | 80.00 | 31.03.2011 |
| 9 | Delhi | 34828 | 32998 | 1830 | 94.75 | 28.02.2013 |
| 10 | Goa | 2327 | 2268 | 59 | 97.46 | 28.02.2013 |
| 11 | Gujarat | 45146 | 37111 | 8035 | 82.20 | 28.02.2013 |
| 12 | Haryana | 42903 | 42783 | 120 | 99.72 | 28.02.2013 |
| 13 | Himachal Pradesh | 7895 | 7637 | 258 | 96.73 | 31.01.2013 |
| 14 | Jammu & Kashmir  | 6695 | 6149 | 546 | 91.84 | 28.02.2013 |
| 15 | Jharkhand | 5101 | 4601 | 500 | 90.20 | 31.12.2012 |
| 16 | Karnataka | 44651 | 39575 | 5076 | 88.63 | 28.02.2013 |
| 17 | Kerala | 25613 | 24378 | 1235 | 95.18 | 31.01.2013 |
| 18 | Lakshadweep | 17 | 16 | 1 | 94.12 | 28.02.2013 |
| 19 | Madhya Pradesh | 42017 | 37129 | 4888 | 88.37 | 28.02.2013 |
| 20 | Maharashtra | 57109 | 41344 | 15765 | 72.39 | 30.06.2012 |
| 21 | Manipur | 139 | 96 | 43 | 69.06 | 30.09.2008 |
| 22 | Meghalaya | 262 | 175 | 87 | 66.79 | 31.10.2012 |
| 23 | Mizoram | 201 | 196 | 5 | 97.51 | 28.02.2013 |
| 24 | Nagaland | 25 | 6 | 19 | 24.00 | 31.12.2011 |
| 25 | Odisha | 21883 | 15667 | 6216 | 71.59 | 31.12.2012 |
| 26 | Puducherry | 960 | 945 | 15 | 98.44 | 28.02.2013 |
| 27 | Punjab | 29853 | 24015 | 5838 | 80.44 | 28.02.2013 |
| 28 | Rajasthan | 51653 | 47390 | 4263 | 91.75 | 28.02.2013 |
| 29 | Sikkim | 42 | 41 | 1 | 97.62 | 31.12.2012 |
| 30 | Tamil Nadu | 24378 | 22235 | 2143 | 91.21 | 28.02.2013 |
| 31 | Tripura | 1428 | 1397 | 31 | 97.83 | 31.03.2013 |
| 32 | Uttar Pradesh | 67335 | 39065 | 28270 | 58.02 | 31.01.2013 |
| 33 | Uttarakhand | 4677 | 3869 | 808 | 82.72 | 28.02.2013 |
| 34 | West Bengal | 17301 | 15723 | 1578 | 90.88 | 31.12.2012 |
|   | **TOTAL** | **603746** | **508413** | **95333** | **84.21** |   |

**Annexure-II**

**STATEMENT REFERRED TO IN REPLY TO PART (a) OF LOK SABHA UNSTARRED QUESTION NO. 5689 FOR 7.5.2013 REGARDING Pending Cases in Consumer Courts**

**Statement of Cases filed/disposed of/pending in District Fora**

**(Update on 15.04.2013)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Sl. No.** | **Name of State** | **Cases filed since inception** | **Cases disposed of since inception** | **Cases Pending** | **% of Disposal** | **As On** |
| 1 | Andhra Pradesh | 192976 | 187051 | 5925 | 96.93 | 28.02.2013 |
| 2 | A & N Islands | 330 | 301 | 29 | 91.21 | 31.03.2006 |
| 3 | Arunachal Pradesh | 404 | 338 | 66 | 83.66 | 28.02.2013 |
| 4 | Assam | 13704 | 11976 | 1728 | 87.39 | 31.08.2010 |
| 5 | Bihar | 90615 | 78922 | 11693 | 87.10 | 31.12.2012 |
| 6 | Chandigarh | 47080 | 45923 | 1157 | 97.54 | 28.02.2013 |
| 7 | Chattisgarh | 37457 | 34297 | 3160 | 91.56 | 28.02.2013 |
| 8 | Daman & Diu and DNH | 162 | 144 | 18 | 88.89 | 31.03.2011 |
| 9 | Delhi | 249505 | 234740 | 14765 | 94.08 | 31.12.2012 |
| 10 | Goa | 6398 | 5872 | 526 | 91.78 | 28.02.2013 |
| 11 | Gujarat | 174372 | 162680 | 11692 | 93.29 | 28.02.2013 |
| 12 | Haryana | 221606 | 203966 | 17640 | 92.04 | 28.02.2013 |
| 13 | Himachal Pradesh | 57256 | 53790 | 3466 | 93.95 | 28.02.2013 |
| 14 | Jammu & Kashmir  | 20792 | 18855 | 1937 | 90.68 | 31.12.2007 |
| 15 | Jharkhand | 33985 | 30720 | 3265 | 90.39 | 31.12.2012 |
| 16 | Karnataka | 156261 | 151305 | 4956 | 96.83 | 28.02.2013 |
| 17 | Kerala | 181213 | 173306 | 7907 | 95.64 | 31.01.2013 |
| 18 | Lakshadweep | 76 | 65 | 11 | 85.53 | 28.02.2013 |
| 19 | Madhya Pradesh | 185866 | 170870 | 14996 | 91.93 | 28.02.2013 |
| 20 | Maharashtra | 255993 | 236744 | 19249 | 92.48 | 30.06.2012 |
| 21 | Manipur | 1037 | 1012 | 25 | 97.59 | 30.09.2008 |
| 22 | Meghalaya | 847 | 750 | 97 | 88.55 | 31.10.2012 |
| 23 | Mizoram | 3466 | 2819 | 647 | 81.33 | 31.12.2010 |
| 24 | Nagaland | 290 | 266 | 24 | 91.72 | 31.12.2011 |
| 25 | Odisha | 92978 | 86305 | 6673 | 92.82 | 31.12.2012 |
| 26 | Puducherry | 2913 | 2714 | 199 | 93.17 | 28.02.2013 |
| 27 | Punjab | 156386 | 150730 | 5656 | 96.38 | 28.02.2013 |
| 28 | Rajasthan | 292093 | 263447 | 28646 | 90.19 | 28.02.2013 |
| 29 | Sikkim | 296 | 280 | 16 | 94.59 | 31.12.2012 |
| 30 | Tamil Nadu | 103246 | 97395 | 5851 | 94.33 | 28.02.2013 |
| 31 | Tripura | 2793 | 2589 | 204 | 92.70 | 28.02.2013 |
| 32 | Uttar Pradesh | 567568 | 492545 | 75023 | 86.78 | 31.01.2013 |
| 33 | Uttarakhand | 34959 | 32766 | 2193 | 93.73 | 28.02.2013 |
| 34 | West Bengal | 86109 | 81310 | 4799 | 94.43 | 31.12.2012 |
|   | **TOTAL** | **3271032** | **3016793** | **254239** | **92.23** |   |

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