

**Government of India**  
**Ministry of Consumer Affairs, Food and Public Distribution**  
**Department of Consumer Affairs**

**LOK SABHA**  
**UNSTARRED QUESTION NO. 2997**  
TO BE ANSWERED ON 19.03.2025

**STATE CONSUMER DISPOSAL REDRESSAL COMMISSION OF ANDHRA PRADESH**

2997. SHRI PRABHAKAR REDDY VEMIREDDY:

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

- (a) whether it is true that 2200 cases in consumer courts of Andhra Pradesh have been registered during the last three years in State Consumer Disposal Redressal Commission (SCDRC) of Andhra Pradesh and if so, the details thereof;
- (b) whether only 800 cases out of 2200 cases have been resolved during the above period; and
- (c) if so, the reasons for such slow disposal of cases by SCDRC and the remedial action taken by the Government in this regard?

**ANSWER**

**THE MINISTER OF STATE**  
**CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION**  
**(SHRI B.L.VERMA)**

(a) & (b) : During the last three years, 2260 cases have been registered in State Consumer Disputes Redressal Commission (SCDRC) of Andhra Pradesh. The total number of cases disposed during the last three years in SCDRC of Andhra Pradesh are 1686.

(c) : Department of Consumer Affairs is continuously working for consumer protection and empowerment of consumers by enactment of progressive legislations. With a view to modernize the framework governing the consumer protection in the new era of globalization, technologies, ecommerce markets etc. Consumer Protection Act, 1986 was repealed and Consumer Protection Act, 2019 was enacted.

Salient features of the Consumer Protection Act, 2019 are establishment of a Central Consumer Protection Authority(CCPA); simplification of the adjudication process in the Consumer Commissions; online filing of a complaint by a consumer in the Consumer Commission having jurisdiction over the complainant's place of residence/work or where the cause of action arises, or the place of business or residence of the opposite parties; deemed admissibility of complaints if admissibility is not decided within 21 days of filing; provision of product liability; penal provisions for manufacture/sale of adulterated products/spurious goods; provision for making rules for prevention of unfair trade practice in e-commerce and direct selling etc.

Under CONFONET scheme, VC equipment for conducting hearing through video conferencing mode has been installed and made functional at 10 benches of the National Consumer Disputes Redressal Commission (NCDRC) and 35 benches of State Consumer Disputes Redressal Commissions (SCDRCs) including that of Andhra Pradesh SCDRC. Also, the Central Government has been continuously taking up with the State Governments/UT Administrations for expeditious filling up of the existing and anticipated vacancies of President and Members of the Consumer Commissions.

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