

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

LOK SABHA
UNSTARRED QUESTION NO. 4320
TO BE ANSWERED ON 26.03.2025

CONSUMER DISPUTE REDRESSAL COMMISSIONS

4320. SHRI RAVINDRA DATTARAM WAIKAR:
SHRI NARESH GANPAT MHASKE:
SMT. SHAMBHAVI:
SHRI RAJESH VERMA:

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

- (a) the details of the district, State and national level Consumer Dispute Redressal Commissions which are currently functional in the country, State-wise;
- (b) the details of the consumer complaints filed, investigated and resolved since 2020, Statewise and year-wise;
- (c) the measures taken by the Government to expedite the resolution of pending cases in consumer courts;
- (d) the steps taken by the Government to strengthen consumer courts under the Consumer Protection Act, 2019;
- (e) the steps taken by the Government to increase awareness about consumer courts and the rights of consumers; and
- (f) whether the Government is considering to increase the number of consumer courts to handle rising consumer complaints efficiently in the next five years and if so, the details thereof?

ANSWER

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

(a) to (f) : 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, e-commerce markets etc. Consumer Protection Act, 1986 was repealed and Consumer Protection Act, 2019 was enacted.

Salient features of the new Consumer Protection Act, 2019 are establishment of a Central Consumer Protection Authority(CCPA); simplification of the adjudication process in the Consumer Commissions such as enhancing pecuniary jurisdiction of the Consumer Commissions, online filing of complaint from the Consumer Commission having jurisdiction over the place of work/residence of the consumer irrespective of the place of transaction, videoconferencing for hearing, 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.

The Consumer Protection Act, 2019 provides for a three tier quasi-judicial machinery at District, State and National level commonly known as “Consumer Commissions” for protection of the rights of consumers and to provide simple and speedy redressal of consumer disputes including those related with unfair trade practices. The Consumer Commissions are empowered to give relief of a specific nature and award compensation to consumers, wherever appropriate.

At present, there is one National Consumer Disputes Redressal Commission at the national level and thirty five State Consumer Disputes Redressal Commissions at the state level. The number of District Consumer Disputes Redressal Commissions (State-wise) is at **Annexure-I**. The consumer cases filed and disposed since 2020, state-wise and year-wise are as **Annexure-II**.

As per Section 32 of the Consumer Protection Act, 2019, if, at any time, there is a vacancy in the office of the President or Member of the District Commission, the State Government may, by notification, direct -

- a) any other District Commission specified in that notification to exercise the jurisdiction in respect of that district also; or
- b) the President or a member of any other District Commission specified in that notification to exercise the powers and discharge the functions of the President or member of that District Commission also.

Further, as per Section 38 (7) of the Consumer Protection Act, 2019, every complaint shall be disposed of as expeditiously as possible and endeavour shall be made to decide the complaint within a period of three months from the date of receipt of notice by opposite party where the complaint does not require analysis or testing of commodities and within five months if it requires analysis or testing of commodities.

To serve the interest of speedy justice to the end consumers, Consumer Protection Act states that no adjournment shall ordinarily be granted by the consumer commissions unless sufficient cause is shown and the reasons for grant of adjournment have been recorded in writing by the Commission.

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).

The Department of Consumer Affairs has been generating consumer awareness by undertaking country-wide multimedia awareness campaigns under the aegis of "Jago Grahak Jago" to reach out to every consumer across the country by utilizing traditional media like All India Radio, Doordarshan, fairs & festivals, etc. as well as social media. Through simple messages and jingles, consumers are made aware about the consumer rights, unfair trade practices, consumer issues and the mechanism to seek redressal. The Department has also been releasing grant-in-aid to States/UTs for generating consumer awareness at local level. During the current financial year, the Department, under consumer awareness scheme, undertook campaigns through All India Radio (AIR) during T20 World Cup, IVRS (Interactive Voice Response System) campaign, Pan-India interaction session with panchayats, for generating awareness about consumer rights, standards, redressal mechanism, etc.

ANNEXURE REFERRED TO IN REPLY TO PARTS (a) to (f) OF THE LOK SABHA UNSTARRED QUESTION NO. 4320 TO BE ANSWERED ON 26.03.2025 REGARDING CONSUMER DISPUTE REDRESSAL COMMISSIONS.

S. No.	Name of State/UT	No. of District Commissions
1.	A&N Island (UT)	1
2.	Andhra Pradesh	17
3.	Arunachal Pradesh	25
4.	Assam	23
5.	Bihar	38
6.	Chandigarh (UT)	2
7.	Chhattisgarh	27
8.	D&N Haveli and D&D (UT)	1
9.	Delhi (UT)	10
10.	Goa	2
11.	Gujarat	43
12.	J&K (UT)	10
13.	Kerala	14
14.	Lakshadweep (UT)	1
15.	Haryana	22
16.	Himachal Pradesh	12
17.	Jharkhand	24
18.	Karnataka	33
19.	Madhya Pradesh	48
20.	Maharashtra	40
21.	Manipur	3
22.	Meghalaya	7
23.	Mizoram	11
24.	Nagaland	11
25.	Odisha	30
26.	Puducherry (UT)	1
27.	Punjab	23
28.	Rajasthan	37
29.	Sikkim	6
30.	Tamil Nadu	32
31.	Telangana	12
32.	Tripura	4
33.	Uttarakhand	13
34.	Uttar Pradesh	79
35.	West Bengal	23
	Total	685

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Sl. No.	Year State Name	2020		2021		2022		2023		2024	
		Number of Cases		Number of Cases		Number of Cases		Number of Cases		Number of Cases	
		Filed	Disposed	Filed	Disposed	Filed	Disposed	Filed	Disposed	Filed	Disposed
1.	ANDAMAN AND NICOBAR ISLANDS	31	18	21	25	23	36	8	2	10	1
2.	ANDHRA PRADESH	1268	718	1647	471	2678	3388	3391	3948	3213	2784
3.	ARUNACHAL PRADESH	13	9	13	9	22	19	39	30	42	23
4.	ASSAM	260	154	337	218	553	619	559	520	532	589
5.	BIHAR	2299	568	2724	814	5257	3054	4240	4877	3731	3253
6.	CHANDIGARH	1648	942	2147	1180	2121	1659	1770	2631	1620	2097
7.	CHHATTISGARH	3716	2475	3464	2147	2829	2364	3403	4669	3020	4875
8.	DELHI	2981	1746	4009	1794	4942	5150	5843	8704	5894	6904
9.	GOA	176	115	271	184	177	180	214	379	250	245
10.	GUJARAT	9584	4780	14940	9777	14676	16166	17570	18082	17451	13437
11.	HARYANA	9228	2662	10362	4569	11958	9020	13241	11815	13005	10388
12.	HIMACHAL PRADESH	772	540	1038	818	2267	1834	2408	2159	2196	2475
13.	JHARKHAND	500	67	659	76	1870	2124	1634	2042	1306	1413
14.	KARNATAKA	6964	5767	7066	7990	9032	12021	10391	12637	11464	10493
15.	KERALA	4524	2432	4974	3725	6117	7222	8467	6715	11336	6964
16.	MADHYA PRADESH	12833	5392	17442	9127	16301	21194	11783	18401	10190	15538
17.	MAHARASHTRA	14143	6106	20983	13091	22588	16782	18415	7648	15320	15440
18.	MANIPUR	17	13	30	18	74	61	50	62	86	36
19.	MEGHALAYA	21	9	31	20	67	191	55	60	68	48
20.	MIZORAM	36	85	56	113	67	107	64	53	99	57
21.	NAGALAND	7	2	21	3	13	15	12	12	5	1
22.	ODISHA	3195	1795	3427	2579	4106	5188	5913	7146	5461	4658
23.	PUDUCHERRY	34	2	48	2	45	55	93	145	132	172
24.	PUNJAB	8314	5218	8472	8874	8141	8184	6955	8459	8418	7193
25.	RAJASTHAN	10552	5133	14776	11379	14796	11573	13624	12391	12028	11348
26.	SIKKIM	7	14	14	19	22	10	32	26	47	26
27.	TAMIL NADU	2000	1291	2485	1236	7079	10105	7120	9162	7141	7791
28.	TELANGANA	2640	2027	3533	2567	4369	5395	3954	4581	3974	4088
29.	THE DADRA AND NAGAR HAVELI AND DAMAN AND DIU	7	0	12	0	18	2	19	0	9	0
30.	TRIPURA	134	79	270	183	512	596	223	264	238	170
31.	UTTARAKHAND	1717	1324	1659	1343	2214	2250	1101	934	664	602
32.	UTTAR PRADESH	13946	4477	14984	13560	20412	26112	19002	25832	17363	20473
33.	WEST BENGAL	4113	1894	4688	2259	6350	7138	5662	6800	4897	4180
34.	JAMMU & KASHMIR	0	0	0	0	10	0	19	4	30	172
35.	LAKSHADWEEP	0	0	0	0	0	0	4	0	2	2
Total		117680	57854	146603	100170	171706	179814	167278	181190	161242	157936
