

Centre working towards Consumer Protection and Empowerment

India has 685 Consumer Redressal Commissions

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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 Consumer Protection Act, 1986 was repealed and Consumer Protection Act, 2019 was enacted.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**.

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.

Besides providing VC facilities to 10 benches of the National Consumer Disputes Redressal Commission (NCDRC) and 35 benches of State Consumer Disputes Redressal Commissions (SCDRCs), an e-Jagriti portal has been developed to enhance consumer grievance redressal through a micro-service architecture, Artificial Intelligence / Machine Learning integration and latest features like faceless onboarding and role-based dashboards. It unifies existing applications (OCMS, e-Daakhil, NCDRC CMS, CONFONET application) into a single, scalable system that significantly benefit consumers by enabling them to file complaints seamlessly from anywhere, anytime, with multi-lingual support. The integrated platform streamlines the grievance redressal process, offering faster resolution and enhanced transparency.

ANNEXURE

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

This information was given by the Union Minister of State for the Ministry of Consumer Affairs, Food and Public Distribution, Shri B.L. Verma in a written reply today in the Rajya Sabha.

AD/NS

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