

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

LOK SABHA
UNSTARRED QUESTION NO.2830
TO BE ANSWERED ON 05.08.2026

CONSUMER COURTS AND CONSUMER DISPUTE REDRESSAL COMMISSIONS

2830. MR PATHAN YUSUF:

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

- (a) whether the Government has reviewed the functioning of consumer courts and consumer dispute redressal commissions across the country;
- (b) if so, the details of pending cases at the district, State and national levels;
- (c) whether there is any proposal to fill vacant posts and strengthen digital infrastructure in consumer forums; and
- (d) if so, the details of the timeline fixed for expeditious disposal of consumer complaints?

ANSWER

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

(a) to (d) : 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. The Consumer Commissions are empowered to give relief of a specific nature and award compensation to consumers, wherever appropriate.

As per Section 38 (7) of the Consumer Protection Act, 2019, every complaint shall be disposed of as expeditiously as possible and endeavor 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.

At present, the cases pending in the National, State and District Consumer Disputes Redressal Commissions are as follows :-

S No.	Commission(s)	Pending cases
1.	National Consumer Disputes Redressal Commission (NCDRC)	16,915
2.	State Consumer Disputes Redressal Commissions (SCDRCs)	1,27,507
3.	District Consumer Disputes Redressal Commissions (DCDRCs)	4,48,687
	Total	5,93,109

Under the provisions of the Consumer Protection Act, 2019, it is the responsibility of the State Governments to fill up the vacancies of President and Members in the State Commissions and District Commissions. Further, as per Rule 6(4) of the Consumer Protection (Qualification for appointment, method of recruitment, procedure of appointment, term of office, resignation and removal of the President and members of the State Commission and District Commission) Rules, 2020, the process of appointments shall be initiated by the State Government atleast 6 months before the vacancy arises. Also, it's the responsibility of the State Governments to provide for staff in the State Commissions and District Commissions.

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, the appointment process for Presidents and Members of the State and District Consumer Commissions is presently governed by the proceedings in the matter of Dr. Mahendra Bhaskar Limaye before the Hon'ble Supreme Court. The Department of Consumer Affairs filed an affidavit on 02.09.2025, a Miscellaneous Application on 15.10.2025 (re-filed on 15.01.2026) and a Review Petition on 16.02.2026, before the Hon'ble Supreme Court. The matter is presently sub-judice before the Hon'ble Supreme Court.

It is the responsibility of the State Governments to provide infrastructure and human resources for the Consumer Commissions at the State and District level. To supplement the efforts of the State Governments, the Department of Consumer Affairs extends digital infrastructure under the "e-Jagriti" component of the "Consumer Protection" Scheme. As part of these efforts, video conferencing facilities have been installed and made operational at 10 benches of the NCDRC and 35 benches of the SCDRCs.
