

(b) The details of foodgrains damaged and the amount involved are as under:—

Name of the Depot	Commodity	Qty. inMTs	Amount involved (Rs. in lakh)
FSD, Darbhanga	Wheat	53	6.90
	Rice	47	6.32
FSD, Forbesganj	Wheat	52	4.80
	Rice	06	0.80
	Paddy	51	3.23
TOTAL:		209	20.05

Delay in disposal of consumer cases

†1638. SHRIMATI SAVITA SHARDA : Will the Minister of CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION be pleased to state:

(a) whether Government's attention has been drawn towards inordinate delay being caused in disposal of consumer related cases;

(b) if so, the reasons for such delay; and

(c) whether Government propose to take urgent action to ensure speedy disposal of consumer related cases in view of the fact that consumers are losing their faith in the consumer courts because of the undue delay taken by these courts in disposing of the cases?

THE MINISTER OF STATE IN THE MINISTRY OF CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION (SHRITASLIMUDDIN): (a) As per the information made available by the National Commission out of 23,52,388 cases filed in consumer fora so far 19,92,919 cases have been disposed off. The overall disposal rate is 84.71% which is considered to be satisfactory.

(b) and (c) The disposal of cases by the consumer disputes redressal agencies in the country is mainly affected by inadequate infrastructure,

† Original notice of the question was received in Hindi.

adjournments, non-filling up of the posts of the Presidents/Members. Some of the steps taken for the speedy disposal of cases by these agencies are as under: -

- (i) One time grant of Rs.61.80 crore sanctioned to the States/UTs by the Central Government to supplement their efforts to strengthen the infrastructure of the consumer disputes redressal agencies. Central Government is impressing upon the State Governments to utilize it optimally to augment the infrastructure as per scheme;
- (ii) Monitoring of the working of consumer disputes redressal agencies through the National Consumer Disputes Redressal Commission.
- (iii) States and Union Territories are requested from time to time to take prompt steps to fill up vacant posts of President/Member in the consumer disputes redressal agencies and maintain a panel of suitable candidates for appointment as Presidents/Members against future vacancies;
- (iv) The Consumer Protection Act, 1986 has been amended in 2002 mainly to facilitate the quicker disposal of complaints besides enhancing the capabilities of the consumer fora, strengthening them with more powers and also by streamlining the procedures and widening the scope of the Act. A provision has also been incorporated in the amendment empowering the senior most Member to act as President in the absence of the regular President of the consumer forums for their uninterrupted functioning. National Consumer Disputes Redressal Commission and the State Commissions have been empowered to constitute benches with one or more members for expediting disposal of cases.

Godowns in Maharashtra

1639. SHRI SANJAY NIRUPAM: Will the Minister of CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION be pleased to state:

- (a) the details of the financial grants/assistance given to Maharashtra for constructing foodgrains storage godowns and to develop public distribution system infrastructure there; and