

Pendency of cases in consumer courts

†2264. SHRI PRABHAT JHA: Will the Minister of CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION be pleased to state:

(a) whether it is a fact that a large number of cases are pending in consumer courts of the country and most of those are pending in district consumer courts, if so, the details thereof; and

(b) whether Government is going to take special steps for quick disposal of pending cases in the consumer courts concerned with consumer disputes and if so, the details thereof?

THE MINISTER OF STATE IN THE MINISTRY OF CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION (SHRI RAOSAHEB DADARAO DANVE): (a) Yes, Sir, the details are given in Statement (*See* below).

(b) Government has taken the following measures to reduce pendency of cases in the consumer courts.

- (1) State Governments have been requested from time to time to take action well in advance for filling up of vacancies of President and Members and to maintain a panel of candidates for filling up of future vacancies also to avoid delay in appointments.
- (2) Circuit Benches from National Commission have been frequently visiting States.
- (3) Some State Commissions have constituted Additional Benches mainly to dispose off backlog of pending cases.
- (4) The National Commission and some of the State Commissions as well as District Fora are adopting the process of holding Lok Adalats for speedy disposal of the cases.
- (5) Financial assistance is provided by the Central Government to the States/UTs for strengthening of infrastructure of Consumer Fora including computerization and networking.

†Original notice of the question was received in Hindi.

Statement

Total number of consumer complaints filed/disposed since inception under consumer protection law.

(Updated on 04.12.2014)

| Sl. No. | Name of Agency | Cases filed since inception | Cases disposed of since inception | Cases Pending | % of total disposal |
|---------|---------------------|-----------------------------|-----------------------------------|---------------|---------------------|
| 1. | National Commission | 92481 | 81039 | 11442 | 87.63% |
| 2. | State Commissions | 661295 | 570184 | 91111 | 86.22% |
| 3. | District Forums | 3482728 | 3213497 | 269231 | 92.27% |
| | TOTAL | 4236504 | 3864720 | 371784 | 91.22% |

Unrealistic rate of transportation of paddy in Odisha

2265.SHRI DILIP KUMAR TIRKEY: Will the Minister of CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION be pleased to state:

(a) whether Government is aware of the unrealistic transport rate fixed by FCI, Odisha region, for transportation of paddy and delivery of rice made to it by State Agencies on Central Pool Account, if so, the steps taken to make it realistic; and

(b) whether Government would include a lump sum amount for transportation cost in the costing sheet for Central Pool deliveries in the current Kharif marketing season and if not, the reasons therefor?

THE MINISTER OF STATE IN THE MINISTRY OF CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION (SHRI RAOSAHEB DADARAO DANVE): (a) and (b) *Vide* letter dated 14.03.2014, Government of Odisha has requested for providing a lump sum amount for transportation of paddy procured for Central Pool as provided for procurement under decentralized mode (DCP). They have also requested for modification of transportation rate fixed by Food Corporation of India (FCI) for Odisha to provide for 0 to 10 km slab also because FCI has fixed one single slab for 0 to 40 km. Since Government provides transportation charges for Central Pool procurement in all the States based on the principle that the amount based on the rates fixed by the District Collector of the State