

Stopping of purchases from NCCF

1456. DR. PRADEEP KUMAR BALMUCHU : Will the Minister of CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION be pleased to state:

(a) whether it is a fact that Government has decided not to extend the special dispensation services permit to purchase stationery and other articles from National Consumer Cooperative Federation (NCCF); and

(b) if so, the details thereof and the reasons therefor?

THE MINISTER OF CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION (SHRI RAM VILAS PASWAN) : (a) Yes Sir.

(b) The special dispensation permit whose validity extended on year to year basis by Department of Personnel & Training / Department of Expenditure has been discontinued w.e.f. 1.4.2015 after an analytical study by Cost Accounts Branch of Department of Expenditure regarding its cost implication.

Pendency of cases in consumer fora

1457. SHRI DEREK O BRIEN : Will the Minister of CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION be pleased to state:

(a) the number of cases pending in consumer fora across the country;

(b) the reasons for high pendency rates in consumer fora;

(c) the average time taken for disposal of consumer disputes; and

(d) the steps being taken by Government to reduce pendency of cases?

THE MINISTER OF CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION (SHRI RAM VILAS PASWAN) : (a) As on 15.4.2015, 10,566 cases in the National Consumer Disputes Redressal Commission, 89,511 cases in the State Consumer Disputes Redressal Commissions and 2,75,038 cases in the District Consumer Disputes Redressal Fora are pending.

(b) There are several reasons for high pendency rate in Consumer Fora such as:

(i) Increasing awareness about their rights among consumers leading to greater number of cases;

(ii) delay in timely filling up of posts in various Consumer Fora;

(iii) the usual adjudication process involving adjournment etc;