

District Fora are adopting the process of holding Lok Adalats for speedy disposal of the cases.

(6) Financial assistance is provided by the Central Government to the States/UTs for strengthening of infrastructure of Consumer Fora including computerization and networking.

(c) The Government has introduced Consumer Protection Bill 2015 in the Parliament on 10th August, 2015. The bill contains a number of provisions for reforming the adjudication process in the Consumer Fora.

(d) The National Commission, which is empowered under the provisions of the Consumer protection Act, 1986 to monitor the functioning of the State Commissions and the District Fora, calls for periodical returns regarding the institution, disposal, pendency of cases.

Statement

Total Number of Consumer Complaints Filed / Disposed since inception under Consumer Protection Law as on 30.06.2017.

Sl. No.	Name of Agency	Cases filed since inception	Cases disposed of since inception	Cases Pending	% of total Disposal	Remarks
1.	National Commission	112089	97079	15010	86.61%	
2.	State Commissions	755590	647701	107889	85.72%	
3.	District Forums	3974833	3672899	301934	92.40%	
TOTAL		4842512	4417679	424833	91.23%	

Expenses incurred in keeping foodgrains

724. SHRI SHANKARBHAI N. VEGAD: Will the Minister of CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION be pleased to state:

(a) whether Government has any data regarding the expenses incurred in keeping the foodgrains; and

(b) if so, the details thereof for the last three years?

THE MINISTER OF STATE IN THE MINISTRY OF CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION (SHRI C. R. CHAUDHARY): (a) Yes, Sir. To keep the foodgrain FCI incurs storage expenses. For Decentralized Procurement operations, food subsidy is reimbursed to States to meet the procurement and distribution expenses which includes expenses incurred by them on storage of foodgrains.

(b) Storage expenses incurred by FCI for the last three years is as under:

(Amount in ₹ crore)

Year	Amount
2014-15	2376.60
2015-16	2021.86
2016-17 (Provisional)	2293.32

Levying of service charge by hotels and restaurants

725. SARDAR BALWINDER SINGH BHUNDER: Will the Minister of CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION be pleased to state:

(a) whether Government has issued an advisory to States/UTs to discontinue the charging of service charges by restaurants and hotels in bills for food and drinks and termed it as illegal practice, if so, the details thereof;

(b) whether it is a fact that in spite of this advisory, many restaurants in Delhi, Mumbai and other metropolitan cities are charging service charges; and

(c) if so, whether Government has any mechanism to trace such restaurants levying service charges and penalize them, if not, the reasons therefor?

THE MINISTER OF STATE IN THE MINISTRY OF CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION (SHRI C. R. CHAUDHARY): (a) Yes, Sir. A copy of the circular No. J-24/9/2014-CPU dated 21.4.2017 in this regard is given in the Statement-I (*See below*).

(b) and (c) National Consumer Helpline has received 105 complaints related to Service Charges from 22nd April, 2017 to 30th June, 2017. The status of the complaints received is given in the Statement-II (*See below*). Under the provisions of the Consumer Protection Act, 1986 consumers can lodge complaints in the Consumer Fora for redressal in case of compulsory levying of service charges.