

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

RAJYA SABHA
STARRED QUESTION NO. *42
TO BE ANSWERED ON 04.02.2022

PENDENCY IN CONSUMER COURTS IN RAJASTHAN

*42 SHRI K.J. ALPHONS:

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

- (a) the number of cases that are pending in consumer courts in Rajasthan;
- (b) the details of pendency of these cases;
- (c) whether Government is satisfied with the performance of consumer courts in the State; and
- (d) if not, the action proposed thereon?

ANSWER

THE MINISTER OF
CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION
(SHRI PIYUSH GOYAL)

(a) to (d) : A Statement is laid on the Table of the House.

STATEMENT REFERRED IN REPLY TO PARTS (a) TO (d) OF RAJYA SABHA STARRED QUESTION NO.*42 FOR 04.02.2022 REGARDING PENDENCY IN CONSUMER COURTS IN RAJASTHAN.

(a) : As per the data provided by Rajasthan Govt., the details of cases filed in consumer commissions of Rajasthan State as on 31.12.2021 is given below:

Filed	Disposed	Pendency	Disposal Percentage
577891	526293	51598	91%

(b) : Details of cases pending in the State Commission and District Commissions is attached at **Annexure.**

(c) & (d) : Consumer Commissions provide a legal framework to consumers for redressal of their complaints at various level and are thus proving to be helpful to the common consumers in resolving their disputes about the quality of consumer products and various services.

For expeditious resolution of grievances, the Consumer Protection Act, 2019 also has provisions for establishing Mediation Cells within the premises of Consumer Commissions to work as an Alternate Dispute Resolution (ADR) mechanism and cases may be referred to these Mediation Cells from Consumer Commissions if scope for early settlement exists and parties agree for it. Similarly cases are also disposed off through Lok Adalats. Provision for filing cases online through e-daakhil has been introduced in the Consumer Commissions of Rajasthan for speedy and hassle-free resolution of cases.

ANNEXURE REFERRED IN REPLY TO PART (b) OF RAJYA SABHA STARRED QUESTION NO.*42 FOR 04.02.2022 REGARDING PENDENCY IN CONSUMER COURTS IN RAJASTHAN.**DETAILS OF PENDENCY OF CASES FILED IN COMMISSIONS IN RAJASTHAN STATE (COMMISSION-WISE)**

S. No.	Name of District Commission	Total Cases Filed	Total Cases Disposed	Total Cases Pending
	State Commission	78071	74249	3822
1	Ajmer	18657	16787	1870
2	Alwar	35783	30803	4980
3	Barmer	9296	8564	732
4	Banswara	4049	3703	346
5	Baran	4914	4549	365
6	Bharatpur	17775	16145	1630
7	Bhilwara	9935	8631	1304
8	Bikaner	15956	15389	567
9	Bundi	7775	7196	579
10	Chittorgarh	14255	13395	860
11	Churu	18766	14552	4214
12	Dausa	10602	10092	510
13	Dholpur	9632	8782	850
14	Dungarpur	2608	2420	188
15	Sriganganagar	22178	20779	1399
16	Hanumangarh	13370	11713	1657
17	Jaipur-I	47118	43836	3282
18	Jaipur-II	45346	41558	3788
19	Jaipur-III	8138	5941	2197
20	Jaipur-IV	11191	8176	3015
21	Jaisalmer	4969	4717	252
22	Jalore	4725	4336	389
23	Jhalawar	2833	2687	146
24	Jhunjhunu	17313	16387	926
25	Jodhpur-I	24200	23241	959
26	Jodhpur-II	5180	3513	1667
27	Karauli	5102	4467	635
28	Kota	19830	18325	1505
29	Nagaur	7988	7049	939
30	Pali	5603	5191	412
31	Partapgarh	1279	1212	67
32	Rajsamand	6497	6248	249
33	Sawaimadhopur	15714	14842	872
34	Sikar	17318	15806	1512
35	Sirohi	5557	5187	370
36	Tonk	11020	9860	1160
37	Udaipur	17348	15965	1383
District Commission Total		499820	452044	47776
GRAND TOTAL		577891	526293	51598
