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# CONTENTS

Sr. No.	TITLE & NAME OF THE AUTHOR (S)	Page No.
1.	<b>DIRECTION AND TRENDS OF INDIA'S PINEAPPLE EXPORTS: A STUDY IN THE FREE TRADE REGIME</b> <i>JOMY M THOMAS &amp; DR. MARY JOSEPH</i>	1
2.	<b>A STUDY ON HOUSEHOLDS' CONSUMPTION PATTERN OF AAVIN MILK IN ERODE DISTRICT</b> <i>SARAVANAN. R., YOGANANDAN. G., RUBY. N &amp; KARTHI.C</i>	6
3.	<b>A JOURNEY FROM FERA TO FEMA &amp; ITS IMPACT ON FOREX</b> <i>DHEERAJ GANDHI &amp; DR. I.C.KASHYAP</i>	10
4.	<b>EMERGENCE OF MORAL PRINCIPLES AND ETHICS IN MANAGEMENT EDUCATION</b> <i>U. PADMAVATHI</i>	15
5.	<b>EMPOWERMENT OF WOMEN THROUGH MICROFINANCE: A STUDY IN CHITTOOR DISTRICT</b> <i>K. RAMANAMMA &amp; P. MOHAN REDDY</i>	18
6.	<b>THE IMPACT OF MACROECONOMIC VARIABLES ON STOCK MARKET INDEX: AN EMPIRICAL STUDY</b> <i>PRADEEP K &amp; DR. Y. NAGARAJU</i>	22
7.	<b>IMPACT OF COALMINE INDUSTRIAL EFFLUENTS ON PRODUCTIVITY OF PULSE CROP</b> <i>DR. S. RADHA KRISHNA</i>	29
8.	<b>IMPACT OF MERGER ON THE PROFITABILITY PERFORMANCE OF REGIONAL RURAL BANKS (RRBs) IN BIHAR STATE OF INDIA: AN EMPIRICAL STUDY</b> <i>DR. MANAS CHAKRABARTI</i>	32
9.	<b>PERFORMANCE OF MGNREGA IN MANIPUR: A CROSS DISTRICT ANALYSIS</b> <i>JIYAUH RAHMAN &amp; ZEBA SHEEREEN</i>	37
10.	<b>A STUDY ON PROSPECTS AND FINANCE PROBLEMS OF FOOD BASED SMALL SCALE INDUSTRIES WITH SPECIAL REFERENCE TO MADURAI</b> <i>DR. S.FATIMA ROSALINE MARY &amp; D.ANUSANKARI</i>	42
11.	<b>PROGRESS AND PERFORMANCE OF PRIMARY AGRICULTURE CO-OPERATIVE SOCIETIES IN INDIA</b> <i>PARDEEP KUMAR CHAUHAN</i>	48
12.	<b>SUSTAINABLE GROWTH: UTILIZATION OF NATURAL RESOURCES</b> <i>V. VANEENDRA SASTRY</i>	51
13.	<b>HEALTH INFRASTRUCTURE IN HARYANA: AN ANALYSIS</b> <i>ISHU GARG</i>	54
14.	<b>CHALLENGES AND OPPORTUNITIES FOR RURAL WOMEN ENTREPRENEURS</b> <i>JAINENDRA KUMAR VERMA</i>	58
15.	<b>A STUDY ON PERFORMANCE OF STATE CONSUMER DISPUTES REDRESSAL COMMISSIONS IN INDIA</b> <i>GURLEEN KAUR</i>	60
16.	<b>STUDY OF SENSITIVITY TOWARDS IMPORTANCE OF GEOGRAPHICAL INDICATION REGISTRY IN UTTARAKHAND</b> <i>DEEPAK JOSHI</i>	63
17.	<b>MARKET MIX STRATEGIES FOR DESTINATION AS A RURAL TOURISM PRODUCT</b> <i>AJAZ AHMAD DAR, HAMID ABDULLAH &amp; PRIYA SINGH</i>	70
18.	<b>SPECIES-WISE MAJOR MARINE FISH PRODUCTION: TRENDS AND GROWTH PERFORMANCE IN SINDH</b> <i>DR. MOHAMMAD PERVEZ WASIM</i>	74
19.	<b>GOVERNMENT EXPENDITURE AND ECONOMIC GROWTH IN ASEAN-5: LONG-RUN TENDENCIES AND SHORT-TERM ADJUSTMENT</b> <i>EHSAN RAJABI &amp; JUNAINA MUHAMMAD</i>	85
20.	<b>AN ASSESSMENT OF COMPETITIVE STRATEGIES ADOPTED BY COMMERCIAL COLLEGES IN NAIROBI, KENYA IN IMPROVING THEIR ENROLMENT CAPACITY</b> <i>ALICE WAIRIMU KANDE</i>	90
21.	<b>ORGANIZATIONAL ANALYSIS OF PANCHAYATI RAJ INSTITUTIONS IN INDIA</b> <i>PARDEP KUMAR CHAUHAN</i>	95
22.	<b>RELATIONSHIP BETWEEN EXCHANGE RATE AND TRADE BALANCE OF SOUTH ASIA: THE J-CURVE PATTERN</b> <i>ADNAN ALI SHAHZAD</i>	99
23.	<b>VOLATILITY IN GOLD PRICE IN INDIA: AN UPDATE</b> <i>MADHUSMITA BHUYAN</i>	106
24.	<b>A STUDY ON PERFORMANCE OF CONSUMER DISPUTES REDRESSAL AGENCIES IN STATE OF KARNATAKA</b> <i>GURLEEN KAUR</i>	111
25.	<b>THE LONG RUN RELATIONSHIP BETWEEN STOCK MARKET RETURNS AND INVESTMENT GROWTH IN NIGERIA: (1960 - 2010)</b> <i>DR. FREDRICK ONYEBUCHI ASOGWA</i>	113
26.	<b>THE EFFECT OF PENSION FUNDS ON THE GROWTH OF NIGERIAN ECONOMY</b> <i>SAMUEL, KEHINDE OLUWATOYIN &amp; OKE, MARGARET ADEBIMPE</i>	117
27.	<b>AGRICULTURE AND WOMEN ENTREPRENEURSHIP IN INDIA</b> <i>HRIDESHWER GUPTA</i>	123
28.	<b>WOMEN ENTREPRENEURSHIP: AN EMERGING WORKFORCE IN 21<sup>ST</sup> CENTURY</b> <i>JAINENDRA KUMAR VERMA</i>	126
29.	<b>AN EMPIRICAL STUDY ON THE DYNAMICS OF COMMODITY DERIVATIVE MARKET'S IMPACT ON INDIAN INVESTMENT</b> <i>PRASAD R.A</i>	128
30.	<b>AGRICULTURAL GROWTH AND FOOD SECURITY: PROBLEMS AND CHALLENGES</b> <i>KUMARI MARY MATHE</i>	131
	<b>REQUEST FOR FEEDBACK</b>	138

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**A STUDY ON PERFORMANCE OF STATE CONSUMER DISPUTES REDRESSAL COMMISSIONS IN INDIA**

**GURLEEN KAUR**  
**ASST. PROFESSOR**  
**GURU NANAK KHALSA COLLEGE**  
**KARNAL**


**ABSTRACT**

*This paper attempts to study working and performance of 34 State Consumer Disputes Redressal Commissions working in 34 States and Union Territories of India. Analysis of Data makes it crystal clear that State Consumer Disputes Redressal Commissions are far behind in disposal of cases if we compare their performance with District Consumer Disputes Redressal Forums and National Consumer Disputes Redressal Commission. There is still need of agencies working at state level to dispose of the pending cases as early as possible by creating additional and circuit benches and by introducing evening shifts to ensure timely justice to consumers.*

**KEYWORDS**

SCDRC, consumer protection.

**INTRODUCTION**

 Government of India enacted number of laws for protection of aggrieved consumers but, Consumer Protection Act, 1986 was one of the landmark Law which facilitated setting up Consumer Disputes Redressal Agencies at District, State and National level for providing simple, speedy and inexpensive redressal to aggrieved consumers and accordingly 34 State Consumer Disputes Redressal Commissions were set up by respective states and U.T. Governments.

**OBJECTIVES OF STUDY**

It attempts to elaborate the state of affair of the cases filed/disposed of at the 34 State Consumer Disputes Redressal Commissions working in 34 state/union territories. It further compares their performance with various consumer dispute Redressal agencies working at District, national level in India. The study points out various problems being faced by these State Consumer Disputes Redressal Commissions and suggest their possible solutions.

**TYPE OF RESEARCH**

The present study is descriptive cum exploratory in nature.

## RESULTS AND DISCUSSION

The following table depicts the cases filed/disposed of in the SCDCR of different States/U.T.'s:

TABLE 1.1: STATEMENT OF CASES FILED/DISPOSED OF IN STATE CONSUMER DISPUTES REDRESSAL COMMISSIONS OF DIFFERENT STATES/U.T.

Sl. No.	Name of State	Cases filed since inception	Cases disposed of since inception	Disposal (%)	As On
1	Andhra Pradesh	28675	27469	95.79	31.12.12
2	A & N Islands	42	38	90.48	31.01.08
3	Arunachal Pradesh	63	61	96.83	30.11.12
4	Assam	2577	1867	72.45	31.12.12
5	Bihar	15333	10770	70.24	30.09.12
6	Chandigarh	12204	12035	98.62	31.12.12
7	Chattisgarh	8612	8016	93.08	31.01.13
8	Daman & Diu and DNH	25	20	80.00	31.03.11
9	Delhi	34653	32857	94.82	31.01.13
10	Goa	2321	2252	97.03	31.03.11
11	Gujarat	44989	36905	82.03	31.01.13
12	Haryana	42841	42718	99.71	31.01.13
13	Himachal Pradesh	7871	7629	96.93	31.01.13
14	Jammu & Kashmir	6652	6061	91.12	31.12.12
15	Jharkhand	5101	4601	90.20	31.12.12
16	Karnataka	44505	39485	88.72	31.01.13
17	Kerala	25502	24307	95.31	31.12.12
18	Lakshadweep	17	16	94.12	31.12.12
19	Madhya Pradesh	41886	36958	88.23	31.01.13
20	Maharashtra	57109	41344	72.39	30.06.12
21	Manipur	139	96	69.06	30.09.08
22	Meghalaya	262	175	66.79	31.10.12
23	Mizoram	200	196	98.00	31.01.13
24	Nagaland	25	6	24.00	31.12.11
25	Odisha	21883	15667	71.59	31.12.12
26	Puducherry	959	944	98.44	31.12.12
27	Punjab	29596	23575	79.66	31.12.12
28	Rajasthan	51308	46999	91.60	31.12.12
29	Sikkim	42	41	97.62	31.12.12
30	Tamil Nadu	24223	22125	91.34	31.12.12
31	Tripura	1421	1397	98.31	31.01.13
32	Uttar Pradesh	67119	38625	57.55	31.12.12
33	Uttarakhand	4641	3856	83.09	31.12.12
34	West Bengal	17301	15723	90.88	31.12.12
	<b>TOTAL</b>	<b>600097</b>	<b>504834</b>	<b>84.13</b>	
	<b>National Commission</b>	<b>80014</b>	<b>69253</b>	<b>86.55</b>	<b>28.02.13</b>
	<b>District Forums</b>	<b>3242324</b>	<b>2994256</b>	<b>92.35</b>	

Source: Unpublished records of National Consumer Disputes Redressal Commission, New Delhi (2013)

- The study examined the Statement of Cases Filed / Disposed of in State Consumer Disputes Redressal Commissions in the different States / U.T. of India as depicted in Table 1.1. Analysis of Table 1.1 reveals that 600097 cases have been filed out of which 504834 cases (84.13%) has been disposed of.
- The overall disposal rate of 84.13 percent reflects that disposal rate of the cases at State Commissions are not very satisfactory. It is further observed that Haryana stood first with 99.71 percent disposal rate of the cases. Chandigarh (98.62%) and Puducherry (98.44%) stood at second and third position respectively on the basis of disposal percentage of the cases.
- The State Consumer Disputes Redressal Commission in the State of Nagaland (24%) were having lowest disposal percentage. It is followed by Uttar Pradesh (57.55%).
- Out of total 34 State Commissions in 34 States / U.T.'s, State Commissions of 22 State / U.T. (64.70%) have disposal rate higher than the overall disposal rate of 84.13 percent.
- Out of total 34 State Commissions in 34 States / U.T.'s, State Commissions of 12 State / U.T. (35.30%) have disposal rate lower than the overall disposal rate of 84.13 percent.
- As per statistics released by National Consumer Disputes Redressal Commission on its official website on March 06, 2013 3 post of president and 20 posts of members were vacant in different State Consumer Disputes Redressal Commissions so, concerned State/U.T. Governments should take necessary steps to solve this problem.
- The study observed that the overall disposal rate of District Consumer Disputes Redressal Forums in India (95.35%) is much better as compared to the U.T./State Commissions (84.13%) as well as the National Consumer Disputes Redressal Commission (86.55%) so, State Commissions must take necessary steps to increase disposal percentage.

## CONCLUSION

Consumer Disputes Redressal agencies are playing a very important role to protect the interest of consumers by providing justice to the affected consumers. Large number of State Consumer Disputes Redressal Commissions are facing problem of vacant post of president and/or members which is a serious issue. For example as per statistics released by National Consumer Disputes Redressal Commission on its official website on March 06, 2013 3 post of president and 20 posts of members were vacant in different State Commissions of India and concerned State/U.T. Governments should take necessary steps to solve this problem. Analysis of Data makes it crystal clear that State Consumer Disputes Redressal Commissions are far behind in disposal of cases if we compare their performance with District Consumer Disputes Redressal Forums and National Consumer Disputes Redressal Commission. There is still need of agencies working at state level to dispose of the pending cases as early as possible by creating additional and circuit benches and by introducing evening shifts to ensure timely justice to consumers.



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