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A STUDY ON WORKING AND PERFORMANCE OF DISTRICT CONSUMER DISPUTES REDRESSAL COMMISSIONS OF BAREILLY, BASTI AND CHIRAKOOT MANDAL OF UTTAR PRADESH

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ABSTRACT

This paper attempts to study working and performance of 12 District Consumer Disputes Redressal Commissions working Bareilly, Basti and Chirakoot Mandal of Uttar Pradesh. Although overall disposal percentage of cases is satisfactory in case of District Consumer Disputes Redressal Commissions working in Bareilly, Basti and Chirakoot Mandal but, if we make one to one analysis of all 12 District Consumer Disputes Redressal Commissions working in Bareilly, Basti and Chirakoot Mandal of Uttar Pradesh then we came to know that performance of District Consumer Disputes Redressal Commissions of Shahjahanpur, Hamirpur, Pilibhit Chitrakoot and Banda need improvement and U.P. Government must take necessary steps like filling vacant post of presidents and members in these District Commissions and starting of Lok Adalats to ensure quick justice to consumers.

KEYWORDS

CDRC, CPA, Uttar Pradesh, consumer protection.

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INTRODUCTION



Government of India enacted number of laws for protection of aggrieved consumers but, Consumer Protection Act, 2019 was one of the landmark law which facilitated setting up of Consumer Disputes Redressal Agencies at District, State and National level for providing simple, speedy and inexpensive redressal to aggrieved consumers and accordingly U.P. Government has established Uttar Pradesh State Consumer Disputes Redressal Commission in state capital Lucknow and 79 District Consumer Disputes Redressal Commissions in 75 Districts of Uttar Pradesh. Agra, Bareilly, Lucknow and Moradabad district has two District Consumer Disputes Redressal Commissions

TABLE 1.1: DETAIL OF BAREILLY, BASTI AND CHIRAKOOT MANDAL OF UTTAR PRADESH

Sr. No.	Name of Mandal	Name of Districts under this Mandal
1	Bareilly	Bareilly, Budaun, Pilibhit, Shahjahanpur
2	Basti	Basti, Sant Kabir Nagar, Siddharth Nagar
3	Chirakoot	Chirakoot, Banda, Hamirpur, Mahoba

Source: State Portal, Government of Uttar Pradesh

TYPE OF RESEARCH

The present study is descriptive cum exploratory in nature. It describes and explores state of affairs of 12 District Consumer Disputes Redressal Commissions at Bareilly, Budaun, Pilibhit, Shahjahanpur, Basti, Sant Kabir Nagar, Siddharth Nagar, Chirakoot, Banda, Hamirpur and Mahoba districts under Bareilly, Basti and Chirakoot Mandal of Uttar Pradesh.

OBJECTIVES OF THE STUDY

It attempts to elaborate the state of affairs of the cases filed/disposed of at the 12 District Consumer Disputes Redressal Commissions working in Bareilly, Basti and Chirakoot Mandal of Uttar Pradesh. The study points out various problems being faced by these Consumer Disputes Redressal Agencies and suggest their possible solutions.

RESEARCH METHODOLOGY

The study is based on the secondary data collected through various journals, website and other unpublished sources.

RESULTS AND DISCUSSION

The statement showing the cases filed/disposed of at the 12 District Consumer Disputes Redressal Commissions working in Bareilly, Basti and Chirakoot Mandal of Uttar Pradesh as on March 31, 2019 is given in Table No. 1.2.

TABLE 1.2: STATEMENT OF CASES FILED/DISPOSED OF IN 12 DISTRICT CONSUMER DISPUTES REDRESSAL COMMISSIONS OF BAREILLY, BASTI AND CHITRAKOOT MANDALS OF UTTAR PRADESH (AS ON 31-03-2019)

Sr. No.	Name of District Commission	Name of Mandal	Cases Filed since inception	Cases Disposed of since inception	Disposal Percentage	Pending Cases	Pendency Percentage
1	Banda	Chitrakoot	6195	5051	81.53	1144	18.47
2	Bareilly First	Bareilly	8526	7799	91.47	727	8.53
3	Bareilly Second	Bareilly	12007	10525	87.66	1482	12.34
4	Basti	Basti	2996	2629	87.75	367	12.25
5	Budaun	Bareilly	14163	13423	94.78	740	5.22
6	Chitrakoot	Chitrakoot	16844	13686	81.25	3158	18.75
7	Hamirpur	Chitrakoot	722	537	74.38	185	25.62
8	Mahoba	Chitrakoot	8917	8022	89.96	895	10.04
9	Pilibhit	Bareilly	13750	11108	80.79	2642	19.21
10	Sant Kabir Nagar	Basti	12218	11268	92.22	950	7.78
11	Shahjahanpur	Bareilly	650	292	44.92	358	55.08
12	Siddharth Nagar	Basti	7549	7262	96.20	287	3.80
		Total	104537	91602	87.63	12935	12.37

Source: Unpublished Record of Uttar Pradesh State Consumer Disputes Redressal Commission (2022)

INTERPRETATION

1. The study examined the statement of cases filed/disposed of at the 12 District Consumer Disputes Redressal Commissions working in Bareilly, Basti and Chirakoot Mandal of Uttar Pradesh as depicted in Table 1.2. Analysis of Table 1.2 reveals that 104537 cases have been filed out of which 91602 (87.63%) has been disposed of.
2. The overall disposal rate of 87.63 percent reflects that disposal rate of the cases at 12 District Consumer Disputes Redressal Commissions working in Bareilly, Basti and Chirakoot Mandal of Uttar Pradesh is satisfactory.
3. Out of 12 District Consumer Disputes Redressal Commissions working in Bareilly, Basti and Chirakoot Mandal of Uttar Pradesh 7 District Consumer Disputes Redressal Commissions Bareilly First, Bareilly Second, Budaun, Basti, Sant Kabir Nagar, Siddharth Nagar and Mahoba have disposal rate higher than overall disposal rate of 87.63%.
4. Out of 12 District Consumer Disputes Redressal Commissions working in Bareilly, Basti and Chirakoot Mandal of Uttar Pradesh 5 District Consumer Disputes Redressal Commissions have pendency rate higher than overall pendency rate of 12.37%.
5. As per statistics released by National Consumer Disputes Redressal Commission post of president and members were vacant in various District Consumer Disputes Redressal Commissions so, U.P. Govt. should take necessary steps to solve this problem and to ensure that no post remain vacant at any level.
6. Analysis of Table 1.2 clearly shows that pendency percentage of cases is highest in District Commission of Shahjahanpur at 55.08%. It is followed by District Commission of Hamirpur (25.62%), Pilibhit (19.21%), Chitrakoot (18.75%) and Banda (18.47%). U.P. Govt. should allow starting of Lok Adalats in these District Commissions to solve the issue of pendency of cases.

CONCLUSION

This paper attempts to study working and performance of 12 District Consumer Disputes Redressal Commissions working Bareilly, Basti and Chirakoot Mandal of Uttar Pradesh. Although overall disposal percentage of cases is satisfactory in case of District Consumer Disputes Redressal Commissions working in Bareilly, Basti and Chirakoot Mandal but, if we make one to one analysis of all 12 District Consumer Disputes Redressal Commissions working in Bareilly, Basti and Chirakoot Mandal of Uttar Pradesh then we came to know that performance of District Consumer Disputes Redressal Commissions of Shahjahanpur, Hamirpur, Pilibhit Chitrakoot and Banda need improvement and U.P. Government must take necessary steps like filling vacant post of presidents and members in these District Commissions and starting of Lok Adalats to ensure quick justice to consumers.

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