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A STUDY ON WORKING AND PERFORMANCE OF DISTRICT CONSUMER DISPUTES REDRESSAL COMMISSIONS OF MORADABAD, MIRZAPUR AND AGRA MANDAL OF UTTAR PRADESH

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ABSTRACT

This paper attempts to study working and performance of 14 District Consumer Disputes Redressal Commissions working in Moradabad, Mirzapur and Agra Mandal of Uttar Pradesh. Although overall disposal percentage of cases is satisfactory in case of District Consumer Disputes Redressal Commissions working in Moradabad, Mirzapur and Agra Mandal but, if we make one to one analysis of all 14 District Consumer Disputes Redressal Commissions working in Moradabad, Mirzapur and Agra Mandal of Uttar Pradesh then we came to know that performance of District Consumer Disputes Redressal Commissions of Agra First, Bijnor, Firozabad, Mainpuri, Mathura, Moradabad Second, Sambhal and Sonbhadra 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, Uttar Pradesh, CPA, 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 have two District Consumer Disputes Redressal Commissions.

TABLE 1.1: DETAIL OF MORADABAD, MIRZAPUR AND AGRA MANDALS OF UTTAR PRADESH

Sr. No.	Name of Mandal	Name of Districts under this Mandal
1	Moradabad	Moradabad, Bijnor, J.P. Nagar (Amroha), Rampur, Sambhal
2	Mirzapur	Mirzapur, Bhadohi, Sonbhadra
3	Agra	Agra, Firozabad, Mainpuri, Mathura

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 14 District Consumer Disputes Redressal Commissions at Moradabad, Bijnor, J.P. Nagar (Amroha), Rampur, Sambhal, Mirzapur, Bhadohi, Sonbhadra, Agra, Firozabad, Mainpuri, Mathura districts under Moradabad, Mirzapur and Agra Mandal of Uttar Pradesh.

OBJECTIVES OF THE STUDY

It attempts to elaborate the state of affairs of the cases filed/disposed of at the 14 District Consumer Disputes Redressal Commissions working in Moradabad, Mirzapur and Agra 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 14 District Consumer Disputes Redressal/Commissions working in Moradabad, Mirzapur and Agra 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 14 DISTRICT CONSUMER DISPUTES REDRESSAL COMMISSIONS OF MORADABAD, MIRZAPUR AND AGRA MANADAL OF UTTAR PRADESH (AS ON 31-03-2019)

	Name of District Commission	Name of Mandal	Cases Filed since inception	Cases Disposed of since inception	Disposal Percentage	Pending Cases	Pendency Percentage
1	Agra First	Agra	10513	9265	88.13	1248	11.87
2	Agra Second	Agra	18107	17051	94.17	1056	5.83
3	Bhadohi	Mirzapur	11307	10856	96.01	451	3.99
4	Bijnor	Moradabad	7024	6242	88.87	782	11.13
5	Firozabad	Agra	10106	7537	74.58	2569	25.42
6	J.P. Nagar (Amroha)	Moradabad	6863	6271	91.37	592	8.63
7	Mainpuri	Agra	9511	8073	84.88	1438	15.12
8	Mathura	Agra	5392	4816	89.32	576	10.68
9	Mirzapur	Mirzapur	14387	13802	95.93	585	4.07
10	Moradabad First	Moradabad	7987	7483	93.69	504	6.31
11	Moradabad Second	Moradabad	11901	10546	88.61	1355	11.39
12	Rampur	Moradabad	11575	10685	92.31	890	7.69
13	Sambhal	Moradabad	1507	1260	83.61	247	16.39
14	Sonbhadra	Mirzapur	9884	8150	82.46	1734	17.54
		Total	136064	122037	89.69	14027	10.31

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

INTERPRETATION

- The study examined the statement of cases filed/disposed of at the 14 District Consumer Disputes Redressal Commissions working in Moradabad, Mirzapur and Agra Mandal of Uttar Pradesh as depicted in Table 1.2. Analysis of Table 1.2 reveals that 136064 cases have been filed out of which 122037 (89.69%) has been disposed of.
- The overall disposal rate of 89.69 percent reflects that disposal rate of the cases at 14 District Consumer Disputes Redressal Commissions working in Moradabad, Mirzapur and Agra Mandal of Uttar Pradesh is satisfactory.
- Out of 14 District Consumer Disputes Redressal Commissions working in Moradabad, Mirzapur and Agra Mandal of Uttar Pradesh 6 District Consumer Disputes Redressal Commissions have disposal rate higher than overall disposal rate of 89.69%.
- Out of 14 District Consumer Disputes Redressal Commissions working in Moradabad, Mirzapur and Agra Mandal of Uttar Pradesh 8 District Consumer Disputes Redressal Commissions have pendency rate higher than overall pendency rate of 10.31%.
- 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.
- Analysis of Table 1.2 clearly shows that pendency percentage of cases is highest in District Commission of Firozabad (25.42%). It is followed by District Commission of Sonbhadra (17.54%), Sambhal (16.39%), Mainpuri (15.12%), Agra First (11.87%), Moradabad Second (11.39%), Bijnor (11.13%), Mathura (10.68%). 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 14 District Consumer Disputes Redressal Commissions working in Moradabad, Mirzapur and Agra Mandal of Uttar Pradesh. Although overall disposal percentage of cases is satisfactory in case of District Consumer Disputes Redressal Commissions working in Moradabad, Mirzapur and Agra Mandal but, if we make one to one analysis of all 14 District Consumer Disputes Redressal Commissions working in Moradabad, Mirzapur and Agra Mandal of Uttar Pradesh then we came to know that performance of District Consumer Disputes Redressal Commissions of Agra First, Bijnor, Firozabad, Mainpuri, Mathura, Moradabad Second, Sambhal and Sonbhadra 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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