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A STUDY ON WORKING AND PERFORMANCE OF DISTRICT CONSUMER DISPUTES REDRESSAL COMMISSIONS OF AYODHYA, DEVIPATAN AND GORAKHPUR MANDAL OF UTTAR PRADESH

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ABSTRACT

This paper attempts to study working and performance of 13 District Consumer Disputes Redressal Commissions working in Ayodhya, Sri Devipattan and Gorakhpur Mandal of Uttar Pradesh. Although overall disposal percentage of cases is satisfactory in case of District Consumer Disputes Redressal Commissions working in Ayodhya, Sri Devipattan and Gorakhpur Mandal but, if we make one to one analysis of all 13 District Consumer Disputes Redressal Commissions working in Ayodhya, Sri Devipattan and Gorakhpur Mandal of Uttar Pradesh then we came to know that performance of District Consumer Disputes Redressal Commissions of Ambedkar Nagar, Amethi, Bahraich, Gonda, Maharajganj and Shrawasti 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 have two District Consumer Disputes Redressal Commissions.

TABLE 1.1: DETAIL AYODHYA, SRI DEVIPATTAN AND GORAKHPUR MANDAL OF UTTAR PRADESH

Sr. No.	Name of Mandal	Name of Districts under this Mandal
1	Ayodhya (Faizabad)	Ayodhya, Ambedkar Nagar, Amethi, Barabanki, Sultanpur
2	Devipatan (Gonda)	Bahraich, Balrampur, Gonda, Shrawasti
3	Gorakhpur	Gorakhpur, Deoria, Kushinagar, Maharajganj

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 13 District Consumer Disputes Redressal Commissions at Ayodhya, Ambedkar Nagar, Amethi, Barabanki, Sultanpur, Bahraich, Balrampur, Gonda, Shrawasti, Gorakhpur, Deoria, Kushinagar and Maharajganj districts under Ayodhya, Sri Devipattan and Gorakhpur Mandal of Uttar Pradesh.

OBJECTIVES OF THE STUDY

It attempts to elaborate the state of affairs of the cases filed/disposed of at the 13 District Consumer Disputes Redressal Commissions working in Ayodhya, Devipatan and Gorakhpur 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 13 District Consumer Disputes Redressal Commissions working in Ayodhya, Sri Devipattan and Gorakhpur 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 DISTRICT CONSUMER DISPUTES REDRESSAL COMMISSIONS IN AYODHYA, DEVIPATAN AND GORAKHPUR 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	Ambedkar Nagar	Ayodhya (Faizabad)	761	426	55.98	335	44.02
2	Amethi	Ayodhya (Faizabad)	3668	2713	73.96	955	26.04
3	Bahraich	DeviPatan	10048	7621	75.85	2427	24.15
4	Balrampur	DeviPatan	9569	8394	87.72	1175	12.28
5	Barabanki	Ayodhya (Faizabad)	11537	10738	93.07	799	6.93
6	Deoria	Gorakhpur	7270	6524	89.74	746	10.26
7	Ayodhya (Faizabad)	Ayodhya (Faizabad)	14728	13358	90.17	1370	9.30
8	Gonda	DeviPatan	16531	13919	84.20	2612	15.80
9	Gorakhpur	Gorakhpur	4314	3859	89.45	455	10.55
10	Kushinagar	Gorakhpur	10873	10097	92.86	776	7.14
11	Maharajganj	Gorakhpur	5117	4408	86.14	709	13.86
12	Shrawasti	DeviPatan	2609	2271	87.04	338	12.96
13	Sultanpur	Ayodhya (Faizabad)	10598	9830	92.75	768	7.25
		Total	107623	94158	87.49	13465	12.51

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 13 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 107623 cases have been filed out of which 94158 (87.49%) has been disposed of.
- The overall disposal rate of 87.49 percent reflects that disposal rate of the cases at 13 District Consumer Disputes Redressal Commissions working in Ayodhya, Devipatan and Gorakhpur Mandal of Uttar Pradesh is satisfactory.
- Out of 13 District Consumer Disputes Redressal Commissions working in Ayodhya, Sri Devipattan and Gorakhpur Mandal of Uttar Pradesh 7 District Consumer Disputes Redressal Commissions of Ayodhya, Barabanki, Sultanpur, Balrampur, Gorakhpur, Deoria and Kushinagar have disposal rate higher than overall disposal rate of 87.63%.
- Out of 13 District Consumer Disputes Redressal Commissions working in Ayodhya, Devipatan and Gorakhpur Mandal of Uttar Pradesh 6 District Consumer Disputes Redressal Commissions have pendency rate higher than overall pendency rate of 12.51%.
- 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 Ambedkarnagar at 44.02%. It is followed by District Commission of Amethi (26.04%), Bahraich (24.15%), Gonda (15.80%), Maharajganj (13.86%) and Shrawasti (12.96%). 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 13 District Consumer Disputes Redressal Commissions working in Ayodhya, Devipatan and Gorakhpur Mandal of Uttar Pradesh. Although overall disposal percentage of cases is satisfactory in case of District Consumer Disputes Redressal Commissions working in Ayodhya, Sri Devipattan and Gorakhpur Mandal but, if we make one to one analysis of all 13 District Consumer Disputes Redressal Commissions working in Ayodhya, Devipatan and Gorakhpur Mandal of Uttar Pradesh then we came to know that performance of District Consumer Disputes Redressal Commissions of Ambedkar Nagar, Amethi, Bahraich, Gonda, Maharajganj and Shrawasti 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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