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**A STUDY ON PERFORMANCE OF DISTRICT CONSUMER DISPUTES REDRESSAL FORUMS IN INDIA**

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**ABSTRACT**

*This paper attempts to study working and performance of 632 District Consumer Disputes Redressal Forums working in 34 States and Union Territories of India. Analysis of Data makes it crystal clear that District Consumer Disputes Redressal Forums are striving its best to provide quick justice to the consumers, however, there is still need of agencies working at state and national 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 because justice delayed is justice denied.*

**KEYWORDS**

Consumer protection, DCDRF, CPA.

**INTRODUCTION**

Government of India enacted number of laws for protection of aggrieved consumers but, Consumer Protection Act, 1986 was one of legislation which facilitated setting up Consumer Disputes Redressal Agencies at District, State and National level for providing simple, speedy and inexpensive redressal to aggrieved consumers.

**TYPE OF RESEARCH**

The present study is descriptive cum exploratory in nature.

**OBJECTIVES OF STUDY**

It attempts to elaborate the state of affair of the cases filed/disposed of at the 632 District Consumer Disputes Redressal Forums in India working in 34 state/union territories. It further compares their performance with various consumer dispute Redressal agencies working at District, national and state level in India. The study points out various problems being faced by these District Consumer Disputes Redressal Forums and suggest their possible solutions.

**RESULTS AND DISCUSSION****TABLE 1.1: STATEMENT OF CASES FILED/DISPOSED OF IN DISTRICT CONSUMER DISPUTES REDRESSAL FORUMS 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	192331	186441	96.94	31.12.12
2	A & N Islands	330	301	91.21	31.03.06
3	Arunachal Pradesh	404	338	83.66	30.11.12
4	Assam	13704	11976	87.39	31.08.10
5	Bihar	84369	73573	87.20	30.09.12
6	Chandigarh	46795	45614	97.48	31.12.12
7	Chattisgarh	37292	34129	91.52	31.01.13
8	Daman & Diu and DNH	162	144	88.89	31.03.11
9	Delhi	239215	228875	95.68	30.09.11
10	Goa	6387	5840	91.44	31.01.13
11	Gujarat	173597	161750	93.18	31.01.13
12	Haryana	220997	203297	91.99	31.01.13
13	Himachal Pradesh	57043	53672	94.09	31.01.13
14	Jammu & Kashmir	20792	18855	90.68	31.12.07
15	Jharkhand	33985	30720	90.39	31.12.12
16	Karnataka	155588	150723	96.87	31.01.13
17	Kerala	180640	172869	95.70	31.12.12
18	Lakshadweep	75	65	86.67	31.12.12
19	Madhya Pradesh	184906	169904	91.89	31.01.13
20	Maharashtra	255993	236744	92.48	30.06.12
21	Manipur	1037	1012	97.59	30.09.08
22	Meghalaya	847	750	88.55	31.10.12
23	Mizoram	3466	2819	81.33	31.12.10
24	Nagaland	290	266	91.72	31.12.11
25	Odisha	92978	86305	92.82	31.12.12
26	Puducherry	2907	2714	93.36	31.12.12
27	Punjab	154458	148813	96.35	31.12.12
28	Rajasthan	289436	261290	90.28	31.12.12
29	Sikkim	296	280	94.59	31.12.12
30	Tamil Nadu	102719	97061	94.49	31.12.12
31	Tripura	2751	2538	92.26	31.10.12
32	Uttar Pradesh	565666	490670	86.74	31.12.12
33	Uttarakhand	34759	32598	93.78	31.12.12
34	West Bengal	86109	81310	94.43	31.12.12
	<b>TOTAL</b>	<b>3242324</b>	<b>2994256</b>	<b>92.35</b>	
	<b>National Commission</b>	80014	69253	86.55	28.02.13
	<b>State Commission</b>	600097	504834	84.13	

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

1. The study examined the Statement of Cases Filed / Disposed of in District Consumer Disputes Redressal Forums in the different States / U.T. of India as depicted in Table 1.1. Analysis of Table 1.1 reveals that 3242324 cases have been filed out of which 2994256 cases (92.35%) has been disposed of.
2. The overall disposal rate of 92.35 percent reflects high disposal rate of the cases at District Consumer Disputes Redressal Forums of the State/U.T. It is further observed that Manipur stood first with 97.59 percent disposal rate of the cases. Chandigarh (97.48%) and Andhra Pradesh (96.94%) stood at second and third position respectively on the basis of disposal percentage of the cases.
3. The District Consumer Disputes Redressal Forums in the State of Mizoram (81.33%) were having lowest disposal percentage. It is followed by Arunachal Pradesh (83.66%).
4. Out of total 632 District Forums in 34 States / U.T.'s, District Forums of 15 State / U.T. (44.12%) have disposal rate higher than the overall disposal rate of 92.35 percent
5. Out of total 632 District Forums in 34 States / U.T.'s, District Forums 19 State / U.T.'s District Forums (55.88%) have disposal rate lower than the overall disposal rate of 92.35 percent.
6. As per statistics released by National Consumer Disputes Redressal Commission on its official website on March 06, 2013 100 post of president and 249 posts of members were vacant in different District Forums of India so, concerned State/U.T. Governments should take necessary steps to solve this problem.
7. 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%).

### 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 District Consumer Disputes Redressal Forums 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 100 post of president and 249 posts of members were vacant in different District Forums of India so, concerned State/U.T. Governments should take necessary steps to solve this problem. On the overall performance basis; the District Consumer Disputes Redressal Forums in India may be assigned first rank which is followed by National Consumer Disputes Redressal Commission and U.T.\State Consumer Disputes Redressal Commissions respectively. Hence, we can say that District Consumer Disputes Redressal Forums are striving its best to provide quick justice to the consumers.

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