

GOVERNMENT OF INDIA
MINISTRY OF CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION
DEPARTMENT OF CONSUMER AFFAIRS

RAJYA SABHA
UNSTARRED QUESTION No. 1993 (OIH)

TO BE ANSWERED ON 17.03.2023

PENDENCY OF CASES BEFORE STATE CONSUMER DISPUTE REDRESSAL COMMISSION

1993. SHRI RAJMANI PATEL
(OIH)

Will the Minister of CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION be pleased to state:

- (a) whether it is a fact that several cases of Senior citizens above 70 years of age are pending for more than three to five years before the State Consumer Disputes Redressal Commission, South Delhi;
- (b) if so, the details thereof and if not, the reasons therefor;
- (c) whether Government has taken any action to ensure that the State Commission, South Delhi lists and disposes off the cases and pass appropriate orders/judgments of senior citizens above 70 years expeditiously; and
- (d) if not, the reasons therefor?

ANSWER

THE MINISTER OF STATE, CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION

(SHRI ASHWINI KUMAR CHOUBEY)p

(a) to (d): Regulation 26(6) of the Consumer Protection (Consumer Commission Procedure) Regulations, 2020, notified under the Consumer Protection Act, 2019 provides, that the cases filed by or against the senior citizens, physically challenged, widows and persons suffering from serious ailments shall be listed and disposed of on a priority basis.

As per the Consumer Protection Act, 2019, the State Government shall, by notification, establish District Consumer Disputes Redressal Commissions (DCDRCs) and State Consumer Disputes Redressal Commissions (SCDRCs). In order to facilitate speedy disposal of consumer disputes of all consumers including Senior Citizens, provision for filing cases online through e-daakhil has been introduced in the Consumer Protection Act, 2019. Further, the Consumer Protection (Consumer Disputes Redressal Commissions) Rules, 2020 have been notified which, inter-alia, provide specific timeline regarding admissibility, adjournment, disposal etc.

It has been informed by the concerned District Consumer Disputes Redressal Commission that for speedy resolution of consumer cases of Senior Citizen, regular notice is published by the Commission in cause list on CONFONET, with the request to Senior Citizens to provide details of their cases so that these cases can be taken up on priority. Also, the cases where senior citizens are complainants, shorter dates are provided.