



CONSUMER DISPUTE REDRESSAL FORUM IN INDIA - A STUDY

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Abstract

The consumer Dispute Redressal Forum has been established by the Government of India, under the Consumer Protection Act 1986, to protect the interest of consumers those who have disputes, grievances and litigants in connection with trading activities without any financial burden. In view of this back ground the present article focus about the performance of Consumer Dispute Redressal forums in India in general. The Performance of the forum is analysed based on the number of cases filed since, number of cases disposed since inception and number of cases pending at the National level, State level and District forums. The study concludes by comparing the district forum with state and national commissions. For analysing the performance, ANOVA statistical tool has been applied to find out the relation between cases pending and disposed

Keywords: *Forum, Cases Disposed, Cases Pending, National Commission, State Commission, District Forum.*

Introduction

Consumers are the king and originators of the marketing the activities, each and every marketing activity are surrounding to satisfy the consumers. Consumer plays major role in the economy, but today consumers are being exploited by many unscrupulous, duplication, adulteration, defective packing, branding, misleading by manufacturer and business men. To prevent and protect the interest of the consumers, by these types of unhealthy practices, the Government has passed the various Acts; of these Acts, consumer protection Act, is one of the important Acts for favoring and protecting the interest of the consumers. In accordance with this Act, the District Consumer Forums have come in to existence at District level, State commissions at state level and National commission at National level. National Commission is set by the Government of India and State Commission and district Forum set up in each state, by the respective state Governments. These institutions have established to protect and promote the consumers interest by providing Justice, through this forums or Commissions. Further, they have a power to give justice and relief in the form of compensation to the consumers

Review of Literatures

Dr.Prof. M Manoharn and Mr.M Anto Auxcelian(2015) paper entitled on “working performance of consumer dispute redressal agencies in India”. The study critically examines the working and performances of redressal agencies functioning at all the levels. The study analysed the performance on the basis of the number of cases filed, disposed of and pending agencies at the national, state and district levels. The study also analysed and interprets the working performance of all state commissions in India and district forums in India since its inception. The study also compares and analysed performance of the three levels of the agencies. *G Deepa, Dr K Vijayaram(2014-15)* has made an attempts to analyses performance of consumer Dispute Redressal Agencies in Tamil Nadu. In their study they focus on the origin and existence of mechanism of consumer redressal Forums in India at different level. They studied the functioning of redressal agencies working in Tamil Nadu, in the form of settlement of complaints by these agencies on the basis of secondary data from 2003-2014. The performance is reveals the district forum was higher than that of the state commissions and the speed of state commissions was low. To draw the inferences they used ANOVA statistical tool for analyzing the data. *Dr.Shambhav Garg(2010)* paper entitled “An exploration in to working and Performance of Consumer Dispute Redressal Agencies in India” highlighted the performance of the different levels of agencies in India. The study compares and analysed the performance based on number of cases filed, disposed and pending in different states. Further the study also compares and analysed the performance between these agencies in India. *Yashpal Singh(2005)* in his study, he analyse the performance of district consumer forums in western Uttar Pradesh is disclosed to be an exploratory research. Their study reveals that, speed of disposal is lesser than of number registered cases and that’s why new pending cases. They also analysed that forums might have some other individual problems because of significant difference has been surfaced amongst the performances of these dispute redressal bodies. *Shivaprakasham. P and S.Rajamohan(2001)* their study is focused on consumer’s residential area and awareness level of consumer protection measures were connected. They also identified that, their education qualification, occupation, age, income of consumer influenced their awareness. The study reveals around 62% of respondents opined that, the District Consumers Forums had taken a period of more than 180 days to resolve their litigations.

Need for the Study

The District Consumer Dispute Redressal Forum comes in to existence with the main intention to provide justice to the consumers easily and inexpensively. The present paper makes an attempt to know, to what extent forum providing the relief



to the consumers, by taking the basis of number of cases filed, number of cases disposed and pending at district level, state level and national level, it also suggests some remedial measures. In view of these backgrounds the present study has formed the following objectives:

Objectives of the Study

1. To study and analyse the cases filed, disposed and pending at all three level of redressal commission/forum in India.
2. To study and analyse the functioning of National Commission in India.
3. To suggest suitable suggestions for the better functioning of the forum.

Research Methodology

The present study is based on the quantitative data. The data has been collected by the researcher from the concerned official records, websites and also under Right to Information Act 2005, for 11 years, from 2004 to 2015. The data has been classified, tabulated and arranged according to the needs and requirement of the study. The data is analyzed and interpreted by using simple percentage method and ANOVA to find out the trend and tendency of number of cases filed since inception, number of cases disposed of since inception and pending with the Commissions and Forum.

Hypothesis

H₀: there is no significant relation between the cases filed and disposed of since inception.

H₁: there is a significant relation between the cases filed and disposed of since inception.

Performance of Consumer Dispute Redressal (CDR) Forum in India

Table-1 shows the performance of CDR at the National Commission, State Commission and districts Forums since their inception.

Table-1, Analysis of the performance of Total number of cases filed disposed of, and pending in National Commission, State Commission and districts Forum since their inception (As per CDRC)

S. No	Name of Agency	No. of cases filed Since Inception	No. of cases Disposed of Since Inception	No. of cases Pending	% of cases Disposed	% of cases Pending	As on
1	National commission	93860	83294	10566	88.74	11.26	31-03-2015
2	State Commissions	701099	611588	89511	87.23	12.77	31-03-2015
3	District Forums	3605886	3330848	275038	92.37	07.63	31-03-2015
	Total	4400845	4025730	375115	91.48	08.52	

Source: Records of National Consumer Dispute Redressal Commission, New Delhi

From the above table it describes that all the three levels of agencies are showing good performing. It also clears that, even though the national commission having less number of cases filed compared to other agencies but they have 11.26% cases are still pending. Whereas, state commission performance marginally lesser than the national commission. But the district forum having more number of cases compared with other agencies only 7.63% of cases are still pending. Overall it clears that the performance of the district forum is far better than the other two commissions.

Performance Analysis of CDR National Commission in India

Table-2 shows the performance of CDR at the National Commission, since their inception.

Table-2, Total no. of consumer's complaints, i.e., no of cases filed/no. of cases disposed and pending since inception under consumer protection law of National Commission (As per NCDRC)

Year	No. of cases filed Since Inception	No. of cases Disposed Since Inception	No. of cases Pending	% of cases disposed	% of cases pending	As on
2004-05	35535	27729	7806	78.03	21.97	30/09/2004
2005-06	41832	34231	7601	81.30	18.70	31/03/2006
2006-07	45907	37343	8564	81.34	18.66	31/11/2006
2007-08	50656	41576	9080	82.08	17.92	30/11/2007
2008-09	56921	47304	9617	83.10	16.90	31/12/2008



2009-10	63744	55825	7919	87.58	12.42	31/03/2010
2010-11	67413	58836	8577	87.28	12.72	30/11/2010
2011-12	72863	63370	9493	86.97	13.03	31/12/2011
2012-13	78471	68241	10230	86.96	13.04	30/11/2012
2013-14	88166	76731	11435	87.03	12.97	31/03/2014
2014-15	93860	83294	10566	88.74	11.26	28/02/2015
Average	63215.27	54043.63	9171.636	84.58	15.41	

Source: Records of National Consumer Dispute Redressal Commission, New Delhi

The perusal of the above table reveals that an average of 63215.27 cases has been filed since its inception of National Commission. It also depicts an average of 54043.63 cases disposed and 9171.636 cases pending during the study period. The average differences in number of cases pending is 15.41 percentage it can be reduced by quick disposal is necessary than the new cases filed.

Anova

Cases	Sum of squares	d f	Mean square
Between Groups	6.073E12	2	1.65
Within Groups	3.687E10		

Based on the above statistical result the average cases filed and disposed during the period, mean square at 5% level of the significance. The alternative hypothesis that there is significant difference between cases filed and disposed since inception during the study period.

Conclusion

As far as the performance is concern, comparatively the performance of the forum at district levels for better than the other agencies. The state commission performance is comparatively better than the national commission.

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