

# CONSUMER WELFARE FUND

Relevant for: Developmental Issues | Topic: Rights Issues - Consumer Rights in India

The Consumer Protection Act, 1986 had set in motion a consumer movement in the country. The Consumer Protection Act, 2019 which came into effect from 20<sup>th</sup> July 2020, and replaces the Consumer Protection Act of 1986 would give greater fillip to the ongoing consumer movement in the country. The Consumer Protection Act, 2019 provides for establishment of the Central Consumer Protection Authority (CCPA) to promote, protect and enforce the rights of consumers as a class. The Act provides for simplifying the consumer dispute adjudication process in the Consumer Commissions, which include, among others, empowerment of the State and District Commissions to review their own Orders, enabling a consumer to file complaints electronically and file complaints in Consumer Commissions that have jurisdiction over the place of his residence, video conferencing for hearing and deemed admissibility of complaints if the question of admissibility is not decided within the specified period of 21 days. To simplify the adjudication process, mediation, as an Alternate Dispute Resolution mechanism, has been provided in the new Act. The Act introduces the concept of product liability and brings within its scope the product manufacturer, the product service provider and the product seller, for any claim for compensation.

To protect the interests of the consumers, the Govt. has launched the “Jago Grahak Jago” campaign through electronic and print media for consumer awareness and joint awareness campaigns on consumer rights and responsibilities in key sectors – Health, Food, Financial Services and other Departments for greater consumer awareness. The Government has set up a National Consumer Helpline and to cater to the needs of consumers, regional languages, six Zonal Consumer Helplines have also been set up at Ahmedabad, Bengaluru, Kolkata, Jaipur, Guwahati & Patna.

The Consumers have been able to redress their grievances/ complaints against any defect in goods purchased or deficiencies in any services availed including any unfair/restrictive trade practices adopted, through specialized quasi-judicial agencies, now commonly known as ‘consumer commissions’, that have been established at the District level (District Consumer Disputes Redressal Commission), State level (State Consumer Disputes Redressal Commission) and National level (National Consumer Disputes Redressal Commission). These consumer commissions have been mandated by the law to render simple, inexpensive and speedy adjudication of consumer complaints. The details of cases filed and disposed of by the Consumer Commissions in the last three years 2017, 2018, 2019 and current year is as follows-

## NATIONAL CONSUMER DISPUTES REDRESSAL COMMISSION

**2017**

**2018**

**2019**

**2020 (till 13.09.2020)**

Filed

Disposed

Filed

Disposed

Filed

Disposed

Filed

Disposed

10807

5883

8992

6379

7800

6530

2327

2486

## **STATE CONSUMER DISPUTES REDRESSAL COMMISSION**

**2017**

**2018**

**2019**

**2020 (till 13.09.2020)**

Name of the State

Filed

Disposed

Filed

Disposed

Filed

Disposed

Filed

Disposed

Andhra Pradesh

571

466

738

362

539

647

76

254

A & N Islands

4

6

2

5

8

1

2

0

Arunachal Pradesh

4

2

11

0

3

4

0

0

Assam

119

16

127

36

72

39

12

13

Bihar

295

96

164

37

87

2

26

0

Chandigarh

1236

1191

887

997

646

591

252

130

Chattisgarh

1096

1137

1190

1163

1090

1044

325

438

D & N Haveli / Daman &Diu

0

0

0

0

0

0

0

0

Delhi

2965

2175

2357

1745

1864

1858

329

457

Goa

238

165

194

139

129

188

32

25

Gujarat

1046

1189

1297

1219

1143

1289

494

381

Haryana

2620

1425

2236

1189

1624

717

520

154

Himachal Pradesh

414

276

459

339

536

419

155

142

Jammu & Kashmir

54

29

71

9

25

18

0

0

Jharkhand

353

56

332

43

139

42

36

12

Karnataka

586

0

14

0

1142

9

753

5

Kerala

1185

418

990

587

616

587

190

177

Lakshadweep

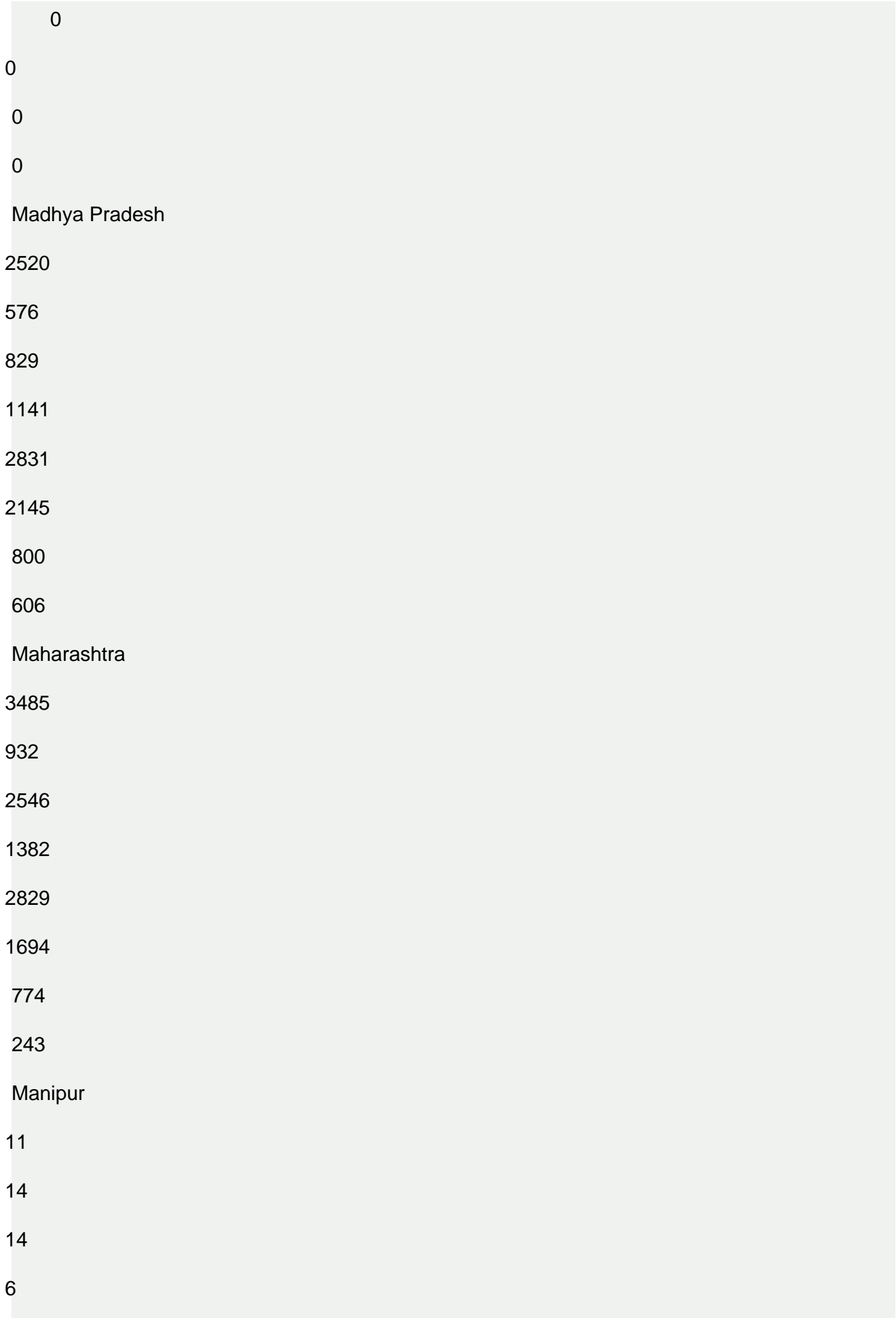
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2  
0  
0  
10  
2

Meghalaya

Mizoram

Nagaland

5

6

0

0

Orissa

960

254

700

123

542

146

182

237

Pondicherry

41

31

17

26

7

1

6

1

Punjab

2072

2491

1817

2024

1874

1689

500

703

Rajasthan

1678

2153

1355

1746

1651

1720

496

532

Sikkim

4

4

5

3

7

8

0

3

Tamilnadu

562

334

559

287

514  
280  
99  
504  
Telangana  
918  
1029  
1029  
663  
1100  
560  
616  
173  
Tripura  
68  
80  
47  
54  
52  
51  
12  
21  
Uttar Pradesh  
3096  
3809  
2904  
2544

1984

1881

490

339

Uttarakhand

212

294

331

289

508

155

138

10

West Bengal

2641

2164

2140

2692

2088

2080

515

455

**Total**

**31067**

**22814**

**25387**

**20859**

25668

19877

7836

6015

**DISTRICT CONSUMER DISPUTES REDRESSAL COMMISSION**

Name of the State

2017

2018

2019

2020 (till 13.09.2020)

Filed

Disposed

Filed

Disposed

Filed

Disposed

Filed

Disposed

Andhra Pradesh

1761

2205

1935

1791

1974

1289

494

204

A & N Islands

32

28

24

40

34

27

14

9

Arunachal Pradesh

14

19

26

10

27

4

0

0

Assam

452

423

406

382

354

192



131

62

Bihar

2408

479

3015

1403

3236

1732

826

367

Chandigarh

1845

2053

1424

1573

2346

1972

776

532

Chattisgarh

3218

2497

4531

3505

4248

4126

1604

1438

D & N Haveli / Daman & Diu

8

4

8

1

3

2

0

0

Delhi

5261

4026

4362

4727

4255

4103

1016

835

Goa

190

444

169

180

182

189

78

61

Gujarat

7739

6682

8222

6267

11545

6755

4843

2588

Haryana

7671

10048

7509

7255

11352

7947

5138

1862

Himachal Pradesh

1464

1591

1411

1523

1491

1697

274

262

Jammu & Kashmir

421

100

413

314

189

127

0

0

Jharkhand

1199

646

1222

627

945

294

232

32

Karnataka

8061

9500

8909

8533

8887

8126

3193

2487

Kerala

5317

5234

4729

4596

4937

2862

2148

1095

Lakshadweep

4

3

0

2

0

0

0

0

Madhya Pradesh

10560

7530

8312

4013

11935

10019

5357

2746

Maharashtra

12268

13714

14964

12279

16691

13752

6083

3795

Manipur

26

30

18

18

25

12

2

8

Meghalaya

51

26

48

26

39

33

7

1

Mizoram

55

30

67

33

49

18

11

47

Nagaland

10

0

12

0

11

0

0

0

Orissa

3360

2538

2934

2167

3367

1390

1559

567

Pondicherry

59

57

41

54

54

0

15

0

Punjab

7913

6684

8524

6097

9667

7376

4475

1751

Rajasthan

14998

14356

10681

11295

9813

11509



5012

2559

Sikkim

17

13

25

19

27

21

1

2

Tamilnadu

2729

2231

2826

3040

3107

2596

867

414

Telangana

1769

1604

2173

1887

2258

2238

777

1197

Tripura

182

183

109

134

149

121

66

31

Uttar Pradesh

16580

9839

16844

10485

17982

7716

5754

1576

Uttarakhand

1058

774

1172

1253

1356

1891

823  
677  
West Bengal

5442  
5447  
5088  
4523  
5512  
4361  
1588  
900

**Total**  
**124142**

**111038**

**122153**

**100052**

**138047**

**104497**

**53164**

**28105**

The Consumer Welfare Fund was created in 1992 with the objective of providing financial assistance to promote and protect the welfare of the consumers, create consumer awareness and strengthen consumer movement in the country. Financial assistance is provided to Voluntary Consumer Organisations / Institutions for undertaking consumer advocacy / awareness and to State Government / Union Territories for setting up State Consumer Welfare

Fund. The details of funds provided to States / UTs for strengthening the consumer movement during each of the last three years and the current year, State / UT-wise is as follows-

**GRANTS RELEASED TO STATE GOVERNMENTS UNDER CONSUMER WELFARE FUND**

**Financial Year 2017-18**

**S. No.**

**State / UT**

**Amount Released**

1.

Jharkhand

Rs 313.47 Lakh

2.

Nagaland

Rs 60.00 Lakh

3.

Telangana

Rs 479.00 Lakh

**Total**

**Rs 852.47 Lakh**

**Financial Year 2018-19**

**S. No.**

**State / UT**

**Amount Released**

1.

Andhra Pradesh

Rs 133.92 Lakh

2.

Jharkhand

Rs 36.53 Lakh

3.

Rajasthan

Rs 750.00 Lakh

4.

Telangana

Rs 0.08 Lakh

**Total**

**Rs 920.53 Lakh**

### **Financial Year 2019-20**

**S. No.**

**State / UT**

**Amount Released**

1.

Andhra Pradesh

Rs 48.64 Lakh

2.

Mizoram

Rs 180.00 Lakh

3.

Sikkim

Rs 450.00 Lakh

4.

West Bengal

Rs 750.00 Lakh

**Total**

**Rs 1428.64 Lakh**

**Financial Year 2020-21: Nil**

This information was given in a written reply by the Union Minister of State for Consumer Affairs, Food and Public Distribution, Shri Danve Rao saheb Dadarao in Lok Sabha today.

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APS/SG/MS

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practices adopted, through specialized quasi-judicial agencies, now commonly known as 'consumer commissions', that have been established at the District level (District Consumer Disputes Redressal Commission), State level (State Consumer Disputes Redressal Commission) and National level (National Consumer Disputes Redressal Commission). These consumer commissions have been mandated by the law to render simple, inexpensive and speedy adjudication of consumer complaints. The details of cases filed and disposed of by the Consumer Commissions in the last three years 2017, 2018, 2019 and current year is as follows-

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Disposed

Filed

Disposed

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5883

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2019

2020 (till 13.09.2020)

Name of the State

Filed

Disposed

Filed

Disposed

Filed

Disposed

Filed

Disposed

Andhra Pradesh

571

466

738

362

539

647

76

254

A & N Islands

4

6



2  
5  
8  
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119  
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127  
36  
72  
39  
12  
13  
295  
96

Arunachal Pradesh

Assam

Bihar

164

37

87

2

26

0

Chandigarh

1236

1191

887

997

646

591

252

130

Chattisgarh

1096

1137

1190

1163

1090

1044

325

438

D & N Haveli / Daman &Diu

0

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0  
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Delhi  
2965  
2175  
2357  
1745  
1864  
1858  
329  
457  
Goa  
238  
165  
194  
139  
129  
188  
32  
25  
Gujarat  
1046  
1189

1297

1219

1143

1289

494

381

Haryana

2620

1425

2236

1189

1624

717

520

154

Himachal Pradesh

414

276

459

339

536

419

155

142

Jammu & Kashmir

54

29

71

9

25

18

0

0

Jharkhand

353

56

332

43

139

42

36

12

Karnataka

586

0

14

0

1142

9

753

5

Kerala

1185

418

990

587

616

587

190

177

Lakshadweep

0

0

1

0

0

0

0

0

Madhya Pradesh

2520

576

829

1141

2831

2145

800

606

Maharashtra

3485

932

2546

1382

2829

1694

774

243

Manipur

11

14

14

6

10

5

4

0

Meghalaya

5

2

3

1

0

0

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Mizoram

8

0

11  
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10  
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960  
254  
700  
123  
542  
146  
182  
237  
41  
31

Nagaland

Orissa

Pondicherry



17

26

7

1

6

1

Punjab

2072

2491

1817

2024

1874

1689

500

703

Rajasthan

1678

2153

1355

1746

1651

1720

496

532

Sikkim

4

4

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7

8

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3

Tamilnadu

562

334

559

287

514

280

99

504

Telangana

918

1029

1029

663

1100

560

616

173

Tripura

68

80

47

54

52

51

12

21

Uttar Pradesh

3096

3809

2904

2544

1984

1881

490

339

Uttarakhand

212

294

331

289

508

155

138

10

West Bengal

2641

2164

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2088

2080

515

455

**Total**

**31067**

**22814**

**25387**

**20859**

**25668**

**19877**

**7836**

**6015**

## **DISTRICT CONSUMER DISPUTES REDRESSAL COMMISSION**

Name of the State

2017

2018

2019

2020 (till 13.09.2020)

Filed

Disposed

Filed

Disposed

Filed

Disposed

Filed

Disposed

Andhra Pradesh

1761

2205

1935

1791

1974

1289

494

204

A & N Islands

32

28

24

40

34

27

14

9

Arunachal Pradesh

14

19

26

10

27

4

0

0

Assam

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382

354

192

131

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Bihar

2408

479

3015

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1732

826

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Chandigarh

1845

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Chattisgarh

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D & N Haveli / Daman & Diu

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Delhi

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Goa

190

444

169

180

182

189

78

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Gujarat

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6682

8222

6267

11545

6755

4843

2588

Haryana

7671

10048

7509

7255



11352

7947

5138

1862

Himachal Pradesh

1464

1591

1411

1523

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1697

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262

Jammu & Kashmir

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Jharkhand

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3193

2487

Kerala

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5234

4729

4596

4937

2862

2148

1095

Lakshadweep

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10560  
7530  
8312  
4013  
11935  
10019  
5357  
2746  
12268  
13714  
14964  
12279  
16691  
13752  
6083  
3795  
26  
30  
18  
18

Madhya Pradesh

Maharashtra

Manipur

25  
12  
2  
8  
Meghalaya  
51  
26  
48  
26  
39  
33  
7  
1  
Mizoram  
55  
30  
67  
33  
49  
18  
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47  
Nagaland  
10  
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12  
0

11

0

0

0

Orissa

3360

2538

2934

2167

3367

1390

1559

567

Pondicherry

59

57

41

54

54

0

15

0

Punjab

7913

6684

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6097

9667

7376

4475

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Rajasthan

14998

14356

10681

11295

9813

11509

5012

2559

Sikkim

17

13

25

19

27

21

1

2

Tamilnadu

2729

2231

2826

3040

3107

2596

867

414

Telangana

1769

1604

2173

1887

2258

2238

777

1197

Tripura

182

183

109

134

149

121

66

31

Uttar Pradesh

16580

9839

16844

10485

17982

7716

5754

1576

Uttarakhand

1058

774

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1253

1356

1891

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4361

1588

900

**Total**

**124142**

**111038**



122153

100052

138047

104497

53164

28105

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**GRANTS RELEASED TO STATE GOVERNMENTS UNDER CONSUMER WELFARE FUND**

**Financial Year 2017-18**

**S. No.**

**State / UT**

**Amount Released**

1.

Jharkhand

Rs 313.47 Lakh

2.

Nagaland

Rs 60.00 Lakh

3.

Telangana

Rs 479.00 Lakh

**Total****Rs 852.47 Lakh****Financial Year 2018-19****S. No.****State / UT****Amount Released**

1.

Andhra Pradesh

Rs 133.92 Lakh

2.

Jharkhand

Rs 36.53 Lakh

3.

Rajasthan

Rs 750.00 Lakh

4.

Telangana

Rs 0.08 Lakh

**Total****Rs 920.53 Lakh****Financial Year 2019-20****S. No.****State / UT**

## **Amount Released**

1.

Andhra Pradesh

Rs 48.64 Lakh

2.

Mizoram

Rs 180.00 Lakh

3.

Sikkim

Rs 450.00 Lakh

4.

West Bengal

Rs 750.00 Lakh

## **Total**

**Rs 1428.64 Lakh**

## **Financial Year 2020-21: Nil**

This information was given in a written reply by the Union Minister of State for Consumer Affairs, Food and Public Distribution, Shri Danve Rao saheb Dadarao in Lok Sabha today.

\*\*\*\*\*

APS/SG/MS

**END**

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