



Ministry of Consumer Affairs, Food & Public Distribution



NCDRC resolved 854 consumer cases with 455 fresh filing cases with the highest disposal rate of 188% in the year 2023

The disposal of cases is higher than the filing of cases

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The National Consumer Dispute Redressal Commission (NCDRC) the apex consumer protection body in India, and the Department of Consumer Affairs have successfully resolved 854 consumer cases in the month of August 2023 whereas the filing of cases during this period is 455 making it the highest disposal rate of 188% in the year of 2023. This significant disposal of cases reflects NCDRC's dedication to providing consumers with a fair and efficient mechanism for addressing their concerns.

The NCDRC has significantly improved the disposal of consumer cases in the commission in the year 2023. This achievement underscores their unwavering commitment to safeguarding consumer rights and ensuring prompt redressal of grievances.

With proactive steps from the President of NCDRC, streamlined processes and advanced technology like E-daakhil, cases are being resolved faster than ever before. Further, the Department for the regular monitoring of Consumer Cases has organized various one-day regional workshops in Guwahati on 2nd December 2022 in which the north-eastern states participated and in Chandigarh on 10th April 2023 in which the northern states participated. In the regional workshops, the issue of pendency of consumer cases was highlighted and its solutions were discussed in brief. The Department has organized the next regional workshop in Vishakhapatnam on 29th September 2023 in which the southern states are participating. Also, the Department has conducted sector-specific brainstorming sessions on insurance and real estate to reduce the pendency in the consumer commissions. State-specific meetings in various states like Jharkhand, Madhya Pradesh, Karnataka, Rajasthan, Bihar, Maharashtra and Kerala were also held by the Secretary (CA), which were attended by Presidents/Members of the State Commissions and Principal Secretaries/Secretaries of the respective State Governments and discussions were held on addressing the challenges faced by the States in efficient and effective disposal of cases.



In furtherance of keeping the same momentum of disposal of cases, the Department has made filing of cases through E-daakhil in consumer commissions compulsory and soon going to launch the feature of AI on E-daakhil. As the scope of Artificial Intelligence is increasing rapidly the Department is also working on using the AI facilities in reducing the pendency of cases in the National, State and District Consumer Commissions. The case filed in the Consumer Commissions will be analyzed through AI and will generate the summary of the case and many more actions will be done through AI in resolving the case.

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