This study details the effectiveness and performance of the consumer redressal agencies in India. It shows that the agencies are working professionally and trying to redress the grievances of consumers at the earliest. The performance is analysed based on the number of cases disposed at the National commission, State commission and the District forums. It is evident from the analysis that the district forums performance is better compared to others and the National Commission and State Commissions have to review their working so that the pending cases can be disposed at a fast rate which will bring the smoothness to give justice to consumers on the right time.

**Keywords:** Consumer Grievances, Consumer Forums, Justice

**INTRODUCTION**

Consumer Protection has its roots in the rich soil of our civilization. Human values and ethical practices were given great importance in ancient India. The need for consumer protection is recognized by law makers in India in ancient times. It was a very well realized that a consumer is prone to exploitation on the part of providers of goods and services. It is the duty of every organisation to satisfy consumer by providing quality goods and services at right place, time and in right quantity at a fair price. For fifty-five years, the Sale of Goods Act of 1930 (SGA) was the main source of consumer protection in India. The SGA was the exclusive consumer legislation until 1986, with the passage of the Consumer Protection Act of 1986, designed to supplement the remedies already provided under the SGA. Consumer protection was also provided within India’s criminal justice system.

Customers, the end users of the products, are being challenged in many ways. The sayings, “caveat vendor” is only an illusion. Customers are exploited in any many ways like adulteration, hoarding, unfair trade practices, etc. Consumers must be aware about their rights and responsibilities and the legal protection available to them. The Government of India has a most important dependability to protect the consumers’ welfare and privileges through suitable policy measures, lawful structures and organizational structure. The relationship between a seller and the buyer in the olden days was based on the principle of “Caveat emptor” which means “let the buyers beware”. It was the buyers’ responsibility to choose the correct and quality goods. The maxim relieved the seller of the obligation to make disclosure about the quality of the product. But with the growth of trade and its globalization the rule no more holds true. The development of the consumer protection movement has started with the industrialization. In today’s social formation, that is also called the information society, the consumer is obliged to monitor and analyse the continuous and dense flow of information like a computer. The Consumer Protection Act, 1986 seeks to protect the interests of consumers and safeguards against various
forms of exploitation. It has setup three-tier machinery which consists of District Forums, State Commissions and the National Commission along with consumer protection councils in every District, State and at the apex level to protect and promote the consumers’ interest through speedy redressal of their grievances. National commission is set up by the Central Government, the State Commissions and the District Forums are set up, in each state and District, respectively, by the concerned State Government.

**Statement of Problem**

The interdependence of the world economy and global character of several company practices have contributed
to the development of worldwide consequence on
consumer rights safeguard and encouragement.
Consumers, clients and customer’s world over, are
challenging value for money in the form of quality goods
and better services. Scientific developments have no
doubt made a great blow on the value, accessibility and
security of goods and services. As consumers are
ignorant and unorganized, they need protection also. But
the fact is that the consumers are unaware about the
protection which is legally available to them.

**Objectives**

- To analyse the number of cases filed/disposed of
  at various redressal forums
- To compare the performance of the various
  redressal agencies

**METHODOLOGY**

The study which is investigative in nature attempts to
examine the effective presentation of Consumer disputes
redressal agencies functioning at National, State and
District level of India. The objective is to analyse the
number of cases filed/disposed and to compare the
performance of efficiency of various consumer dispute
Redressal agencies working at national, state and district
levels. The secondary data have been collected from
Annual reports, bulletins and journals published by the
voluntary consumer organisation in India, e-journals,
websites, Articles and news related to consumer
protection.

**ANALYSIS AND INTERPRETATION**

Analysis of Cases filed/disposed at Various Consumer
Disputes Redressal Commission as on 28.10.13
The Table A shows the total number of cases filed in the
National Consumer Disputes Redressal Commission of
India till 28.10.2013 is 83498. The table clearly exhibits
that 87% of the cases filed since inception of NCDRC of
India have been disposed off and only 13% is pending. It
is evident that the commission is trying its best to
effectively redress the grievances of the consumers at
the national level. Further, the total number of cases filed
in the State Consumer Disputes Redressal Commission
of India till 28.10.2013 is 616936. 85% of the cases filed
since inception of NCDRC of India have been disposed
off and 15% is pending. It is evident that the commission
is trying their level best to sort out all the issues but the
percentage of disposed cases is less when compared to
the national level. The Table shows the total number of
cases filed in the District Consumer Disputes Redressal
Commission of India till 28.10.2013 is 3330086 and
exhibits that 92% of the cases filed since inception of
NCDRC of India have been disposed off and only 8% is
pending. It can be seen that the District Forums
performance is better.

**SUGGESTIONS**

- Establish relations through Universities, Schools,
etc to highlight the requirement of consumer education in
the program of study
- Encourage and support universal alertness of the
rights of the consumer by cheering consumer education
- Motivational campaigns for prospective
customers both in urban and rural areas should be
performed.
- Arrange seminars and workshops and offer a
proposal for worn argument of the issues and develop
suitable corrective action.

**CONCLUSION**

Consumer protection is always a matter of great concern.
From the analysis of performance with regard to the
disposal rate of cases of various Consumer Disputes
Redressal Agencies in India, it is found that the agencies
at the district level are on the top followed by national
level and state level it is observed that district level agencies are working efficiently than the national and state level agencies. There is still need of agencies functioning at state and national level to dispose of the pending cases as early as possible by creating supplementary benches as per the provisions of Consumer Protection Act, 1986.

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