

निधि खारे, भा.प्र.से.
NIDHI KHARE, I.A.S.



DO No.J-24/2/2021-CPU

अपर सचिव
उपभोक्ता मामले, खाद्य एवं
सार्वजनिक वितरण मंत्रालय
उपभोक्ता मामले विभाग
भारत सरकार
Additional Secretary
Ministry of Consumer Affairs, Food and
Public Distribution
Department of Consumer Affairs
Government of India
Dated 5th February, 2021

Dear Principal Secretaries,

Kindly refer to Secretary, Consumer Affairs Letter dated 14th January, 2021(copy enclosed) suggesting measures for effective implementation of the Consumer Protection Act.

2. As you are aware that all consumers have a right to access safe goods and quality services, to be treated fairly and offered effective solutions if things go wrong. Thus timely and effective redressal of grievance/complaints of consumers is critical to strengthening of consumer rights. In this regard, filling up of vacancies in the State Commissions and District Commissions of State/UT is the only way to curb the huge pendency of cases in Consumer Commissions across the country. E-filing of consumer complaints, few adjournments and hearing through video conferencing will help in early disposal of cases at the District/State Commissions.
3. At the same time, alternate dispute resolution mechanism through mediation as provided in the Consumer Protection Act, 2019 will reduce the case load burden to a great extent. The Central Government provides financial assistance for setting up of mediation cells which may be availed, if required, by the State/UT Government for facilitating settlement of consumer disputes by mediation.
4. I may also inform you that the Department has notified the Consumer (Mediation) Rules, 2020. NCDRC has also notified Regulations which specify the qualification, eligibility, procedure etc. for engaging mediators and the same could be accessed on the Department's website <https://consumeraffairs.nic.in/acts-and-rules/consumer-protection>. Engaging Mediators at the District/State Commissions would help in easy and inexpensive redressal of consumer complaints.
5. In view of the above, it is requested that State/UT Governments may –
 - i. expedite filling-up of vacant posts in the State Commissions and District Commission of the State/UT.
 - ii. Set up Mediation Cells in each of the State Commissions/Regional Benches of the States and District Commissions and engage Mediators to enable early resolving of cases by way of mediation.
 - iii. Hold Lok Adalats at frequent intervals for speedy disposal of the cases involving petty amounts or pending for more than one year, and where both parties agree for its resolve in Lok Adalat.

With regards,

Yours sincerely,


(NIDHI KHARE)

Encl: as above

To

Principal Secretaries (All States/UTs)

NIF