

135154/2020/MO

पीयूष गोयल
PIYUSH GOYAL



रेल, वाणिज्य एवं उद्योग तथा
उपभोक्ता मामले, खाद्य और सार्वजनिक वितरण मंत्री
भारत सरकार
Minister of
Railways, Commerce & Industry and
Consumer Affairs, Food & Public Distribution
Government of India

D.O. No.J-12/2/2019-CPU Part (1)/2422 ~~26th~~ November, 2020

Dear Shri Reddy Ji,

You may be aware that the Consumer Protection Act, 2019 has come into force w.e.f. 20th July, 2020. It provides for several measures for better protection of the interest and rights of the consumers.

The new Act provides for simplification of the consumer disputes adjudication process in the Consumer Commissions, which include, among others, enhancement of the pecuniary jurisdictions of the Consumer Commissions, enabling a consumer to file complaints electronically and file complaints in Consumer Commissions that have jurisdiction over the place of his residence/work, video conferencing for hearing and deemed admissibility of complaints if the question of admissibility is not decided within the specified period of 21 days.

The pecuniary jurisdiction of the District Commission has been enhanced from Rs. 20 lakh to Rs. 1 crore and that of State Commission from Rs. 1 crore to Rs.10 crore, with the intent that most of the complaints will be handled at the District Commission without the need for the consumer to travel to the State capital or to the National Commission in Delhi. In view of the increased pecuniary limits in the new Act, the District Commissions would have more responsibility than before and there is, therefore, a need to strengthen the Consumer Commissions, especially the District Commissions. For effective functioning of the Consumer Commissions, it is essential that the vacancies of President and Member are filled up and manned by persons of requisite capabilities.


The Central Government has already notified rules laying down qualification for appointment, method of recruitment, procedure of appointment, etc., and model rules for salary, allowances and conditions of service of President and Members of the State Commission and District Commissions to attract better candidates.

Continuation Sheet

I shall be grateful, if you could kindly instruct the Department concerned to expedite action for filling up of 12 vacancies of President and 35 vacancies of Member in the Consumer Commissions within a period of six months. The Central Government is willing to provide all support and cooperation in this regard including amendment of the relevant rules, if required, so as to enable filling up of the vacant posts centrally, if the State so desires.

With warm regards,

Sincerely,



Piyush Goyal

* **Shri Y.S. Jagan Mohan Reddy**
Hon'ble Chief Minister
Government of Andhra Pradesh
1st Floor, Building No.1
Velagapudi
District Guntur-522237

* Similar letter was issued to
Honble Chief Minister of all the States,