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A STUDY ON WORKING AND PERFORMANCE OF DISTRICT CONSUMER DISPUTES REDRESSAL COMMISSIONS IN THE STATE OF UTTARAKHAND

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ABSTRACT

This paper attempts to study working and performance of 13 District Consumer Disputes Redressal Commissions working in state of Uttarakhand. Although overall disposal percentage of cases is satisfactory in case of District Consumer Disputes Redressal Commissions working in state of Uttarakhand but, if we make one to one analysis of all 13 District Consumer Disputes Redressal Commissions working in state of Uttarakhand then we came to know that performance of District Consumer Disputes Redressal Commissions of Almora, Champawat, Dehradun, Udham Singh Nagar, Haridwar and Bageshwar need improvement and Uttarakhand Government must take necessary steps like filling vacant post of presidents and members in these District Commissions and starting of Lok Adalats to ensure quick justice to consumers.

KEYWORDS

CDRC, CPA, Uttarakhand, consumer protection.

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INTRODUCTION



Government of India enacted number of laws for protection of aggrieved consumers but, Consumer Protection Act, 2019 was one of the landmark law which facilitated setting up of Consumer Disputes Redressal Agencies at District, State and National level for providing simple, speedy and inexpensive redressal to aggrieved consumers and accordingly Uttarakhand Government has established Uttarakhand State Consumer Disputes Redressal Commission in the state capital Dehradun and 13 District Consumer Disputes Redressal Commissions in 13 Districts of Uttarakhand.

TYPE OF RESEARCH

The present study is descriptive cum exploratory in nature. It describes and explores state of affairs of 13 District Consumer Disputes Redressal Commissions of Uttarakhand.

OBJECTIVES OF THE STUDY

It attempts to elaborate the state of affairs of the cases filed/disposed of at the 13 District Consumer Disputes Redressal Commissions working in Uttarakhand. The study points out various problems being faced by these Consumer Disputes Redressal Agencies and suggest their possible solutions.

RESEARCH METHODOLOGY

The study is based on the secondary data collected through various journals, website and other unpublished sources.

RESULTS AND DISCUSSION

The statement showing the cases filed/disposed of at the 13 District Consumer Disputes Redressal Commissions working in Uttarakhand as on November 30, 2022 is given in Table No. 1.1.

TABLE 1.1: STATEMENT OF CASES FILED/DISPOSED OF IN DISTRICT CONSUMER DISPUTES REDRESSAL COMMISSIONS IN STATE OF UTTARAKHAND (AS ON 30-11-2022)

Sr. No	Name of District Commission	Cases Filed since inception	Cases Disposed of since inception	Disposal Percentage	Pending Cases	Pendency Percentage
.1	Dehradun	15341	13970	91.06	1371	8.94
2	Haridwar	11444	10476	91.54	968	8.46
3	Almora	3537	2982	84.31	555	15.69
4	Udham Singh Nagar	4499	4145	92.13	354	7.87
5	Nainital	6720	6571	97.78	155	2.31
6	Chamoli	1671	1591	95.21	80	4.79
7	Uttarkashi	2616	2538	97.02	78	2.98
8	Pauri Garhwal	2310	2235	96.75	75	3.25
9	Pithoragarh	1819	1755	96.48	64	3.52
10	Champawat	315	268	85.08	47	14.92
11	Bageshwar	560	518	92.50	42	7.50
12	Tehri Garhwal	2538	2502	98.58	36	1.42
13	Rudraprayag	497	477	95.98	20	4.02
	Total	53867	50028	92.87	3845	7.13

Source: Unpublished Record of Uttarakhand State Consumer Disputes Redressal Commission (2022)

INTERPRETATION

- The study examined the statement of cases filed/disposed of at the 13 District Consumer Disputes Redressal Commissions working in of Uttarakhand as depicted in Table 1.1. Analysis of Table 1.1 reveals that 53867 cases have been filed out of which 50028 (92.87%) has been disposed of.
- The overall disposal rate of 92.87 percent reflects that disposal rate of the cases at 13 District Consumer Disputes Redressal Commissions working in Uttarakhand is satisfactory.
- Out of 13 District Consumer Disputes Redressal Commissions working in Uttarakhand 13 District Consumer Disputes Redressal Commissions at Nainital, Chamoli, Uttarkashi, Pauri Garhwal, Pithoragarh, Tehri Garhwal and Rudraprayag have disposal rate higher than overall disposal rate of 92.87%.

4. Out of 13 District Consumer Disputes Redressal Commissions working in Uttarakhand 6 District Consumer Disputes Redressal Commissions have pendency rate higher than overall pendency rate of 7.13%.
5. As per statistics released by National Consumer Disputes Redressal Commission post of president and members were vacant in various District Consumer Disputes Redressal Commissions so, U.P. Govt. should take necessary steps to solve this problem and to ensure that no post remain vacant at any level.
6. Analysis of Table 1.1 clearly shows that pendency percentage of cases is highest in District Commission of Almohra (15.69%). It is followed by District Commission of Chamawat(14.92%), Dehradun(8.94%), Haridwar(8.46%), Udham Singh Nagar (7.87%) and Bageshwar (7.50%). Uttarakhand Govt. should allow starting of Lok Adalats in these District Commissions to solve the issue of pendency of cases.

CONCLUSION

This paper attempts to study working and performance of 13 District Consumer Disputes Redressal Commissions working in state of Uttarakhand. Although overall disposal percentage of cases is satisfactory in case of District Consumer Disputes Redressal Commissions working in state of Uttarakhand but, if we make one to one analysis of all 13 District Consumer Disputes Redressal Commissions working in state of Uttarakhand then we came to know that performance of District Consumer Disputes Redressal Commissions of Almora, Champawat, Dehradun, Udham Singh Nagar, Haridwar and Bageshwar need improvement and Uttarakhand Government must take necessary steps like filling vacant post of presidents and members in these District Commissions and starting of Lok Adalats to ensure quick justice to consumers.

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