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AN ANALYSIS OF PERFORMANCE OF DISTRICT CONSUMER DISPUTES REDRESSAL COMMISSIONS WITH SPECIAL REFERENCE TO THE STATE OF ANDHRA PRADESH IN INDIA

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ABSTRACT

This paper attempts to study working and performance of 17 District Consumer Disputes Redressal Commissions working in Andhra Pradesh. Although overall disposal percentage of cases is satisfactory in case of District Consumer Disputes Redressal Commissions working in Andhra Pradesh but, if we make one to one analysis of all 17 District Consumer Disputes Redressal Commissions working in Andhra Pradesh then we came to know that performance of District Consumer Disputes Redressal Commissions of Krishna-II at Vijaywada, Chittoor-II at Tirupati, East Godavari-II at Rajahmundry, Vishakhapatnam-II, Ananthapur, Y.S.R. (Kadapa), Krishna I at Machilipatnam, Guntur and Vizianagaram need improvement and Andhra Pradesh 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, Andhra Pradesh, 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 Andhra Pradesh Government has established Andhra Pradesh State Consumer Disputes Redressal Commission in Vijaywada and 17 District Consumer Disputes Redressal Commissions in 17 Districts of Andhra Pradesh.

TYPE OF RESEARCH

The present study is descriptive cum exploratory in nature. It describes and explores state of affairs of 17 District Consumer Disputes Redressal Commissions at 17 Districts of Andhra Pradesh.

OBJECTIVES OF THE STUDY

It attempts to elaborate the state of affairs of the cases filed/disposed of at 17 District Consumer Disputes Redressal Commissions working in Andhra Pradesh. 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The study is based on the secondary data collected through various journals, website and other unpublished sources.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 17 District Consumer Disputes Redressal Commissions working in Andhra Pradesh as on February 29, 2020 is given in Table No. 1.1

TABLE 1.1: STATEMENT OF CASES FILED/DISPOSED OF IN DISTRICT CONSUMER DISPUTES REDRESSAL COMMISSIONS OF STATE OF ANDHRA PRADESH IN INDIA (AS ON 29-02-2020)

Sr. No	Name of District Commission	Cases Filed since inception	Cases Disposed of since inception	Disposal Percentage	Pending Cases	Pendency Percentage
1	Ananthapur	5845	5618	96.12	227	3.88
2	Chittoor-I	4953	4886	98.65	67	1.35
3	Chittoor-II at Tirupati	1459	1371	93.97	88	6.03
4	East Godavari-I at Kakinada	9299	9200	98.94	99	1.06
5	East Godavari-II at Rajahmundry	1686	1602	95.02	84	4.98
6	Guntur	11734	11405	97.20	329	2.80
7	Y.S.R. (Kadapa)	7769	7503	96.58	266	3.42
8	Krishna-I at Machilipatnam	6078	5870	96.58	208	3.42
9	Krishna-II at Vijayawada	5921	5527	93.35	394	6.65
10	Kurnool	7851	7711	98.22	140	1.78
11	S.P.S.R. Nellore	14605	14568	99.75	37	0.25
12	Prakasam at Ongole	8462	8406	99.34	56	0.66
13	SriKakulam	5958	5834	97.92	124	2.08
14	Visakhapatnam-I	17877	17727	99.16	150	0.84
15	Visakhapatnam-II	4086	3888	95.15	198	4.85
16	Vizianagaram	4042	3947	97.65	95	2.35
17	West Godavari at Eluru	5785	5694	98.43	91	1.57
	Total	123410	120757	97.85	2653	2.15

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

INTERPRETATION

1. The study examined the statement of cases filed/disposed of at the 17 District Consumer Disputes Redressal Commissions working in Andhra Pradesh as depicted in Table 1.1. Analysis of Table 1.1 reveals that 123410 cases have been filed out of which 120757(97.85%) has been disposed of.
2. The overall disposal rate of 97.85 percent reflects that disposal rate of the cases at 17 District Consumer Disputes Redressal Commissions working in Andhra Pradesh is satisfactory.
3. Out of 17 District Consumer Disputes Redressal Commissions working in Andhra Pradesh 8 District Consumer Disputes Redressal Commissions at Chittoor-I, East Godavari-I at Kakinada, Kurnool, S.P.S.R. Nellore, Prakasam at Ongole, Srikakulam, Vishakhapatnam-I and West Godavari at Eluru have disposal rate higher than overall disposal rate of 97.85%.
4. Out of 17 District Consumer Disputes Redressal Commissions working in Andhra Pradesh 9 District Consumer Disputes Redressal Commissions have pendency rate higher than overall pendency rate of 2.15%.
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, Andhra Pradesh 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 Krishna-II at Vijaywada at 6.65%. It is followed by District Commission of Chittoor-II at Tirupati (6.03%), East Godavari-II at Rajahmundry (4.98%), Vishakhapatnam-II (4.85%), Ananthapur (3.88%), Y.S.R. (Kadapa) (3.42%), Krishna I at Machilipatnam (3.42%), Guntur (2.80%) and Vizianagaram (2.35%). Andhra Pradesh 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 17 District Consumer Disputes Redressal Commissions working in Andhra Pradesh. Although overall disposal percentage of cases is satisfactory in case of District Consumer Disputes Redressal Commissions working in Andhra Pradesh but, if we make one to one analysis of all 17 District Consumer Disputes Redressal Commissions working in Andhra Pradesh then we came to know that performance of District Consumer Disputes Redressal Commissions of Krishna-II at Vijaywada, Chittoor-II at Tirupati, East Godavari-II at Rajahmundry, Vishakhapatnam-II, Ananthapur, Y.S.R. (Kadapa), Krishna I at Machilipatnam, Guntur and Vizianagaram need improvement and Andhra Pradesh 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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Our Other Journals

