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## A STUDY ON WORKING AND PERFORMANCE OF DISTRICT CONSUMER DISPUTES REDRESSAL COMMISSIONS OF MEERUT, ALIGARH AND AZAMGARH MANDAL OF UTTAR PRADESH

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### ABSTRACT

*This paper attempts to study working and performance of 13 District Consumer Disputes Redressal Commissions working Meerut, Aligarh and Azamgarh Mandal of Uttar Pradesh. Although overall disposal percentage of cases is satisfactory in case of District Consumer Disputes Redressal Commissions working in Meerut, Aligarh and Azamgarh Mandal but, if we make one to one analysis of all 13 District Consumer Disputes Redressal Commissions working in Meerut, Aligarh and Azamgarh Mandal of Uttar Pradesh then we came to know that performance of District Consumer Disputes Redressal Commissions of Bulandshahar, Ghaziabad, Aligarh, Etah, Ballia and Mau need improvement and U.P. 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, Uttar 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 U.P. Government has established Uttar Pradesh State Consumer Disputes Redressal Commission in state capital Lucknow and 79 District Consumer Disputes Redressal Commissions in 75 Districts of Uttar Pradesh. Agra, Bareilly, Lucknow and Moradabad district have two District Consumer Disputes Redressal Commissions

**TABLE 1.1: DETAIL OF MEERUT, ALIGARH AND AZAMGARH MANDAL OF UTTAR PRADESH**

| Sr. No. | Name of Mandal | Name of Districts under this Mandal                                  |
|---------|----------------|--|
| 1       | Meerut         | Meerut, Baghpat, Bulandshahar, Gautam Buddha Nagar, Ghaziabad, Hapur |
| 2       | Aligarh        | Aligarh, Etah, Hathras, Kasganj                                      |
| 3       | Azamgarh       | Azamgarh, Ballia, Mau  |

Source: State Portal, Government of Uttar Pradesh

### 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 at Meerut, Baghpat, Bulandshahar, Gautam Buddha Nagar, Ghaziabad, Hapur, Aligarh, Etah, Hathras, Kasganj, Azamgarh, Ballia and Mau districts under Meerut, Aligarh and Azamgarh Mandal of Uttar Pradesh.

### 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 Meerut, Aligarh and Azamgarh of Uttar 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 13 District Consumer Disputes Redressal Commissions working in Meerut, Aligarh and Azamgarh of Uttar Pradesh as on March 31,2019 is given in Table No. 1.2

TABLE 1.2: STATEMENT OF CASES FILED/DISPOSED OF IN DISTRICT CONSUMER DISPUTES REDRESSAL COMMISSIONS OF MEERUT, ALIGARH AND AZAMGARH MANDAL OF UTTAR PRADESH (AS ON 31-03-2019)

| Sr. No. | Name of District Commission | Name of Mandal | Cases Filed since inception | Cases Disposed of since inception | Disposal Percentage | Pending Cases | Pendency Percentage |
|---------|-----------------------------|----------------|-----------------------------|-----------------------------------|---------------------|---------------|---------------------|
| 1       | Aligarh                     | Aligarh        | 23548                       | 20534                             | 87.20               | 3014          | 12.80               |
| 2       | Azamgarh                    | Azamgarh       | 1485                        | 1340                              | 90.24               | 145           | 9.76                |
| 3       | Baghpat                     | Meerut         | 11335                       | 10406                             | 91.80               | 929           | 8.20                |
| 4       | Ballia                      | Azamgarh       | 1810                        | 1568                              | 86.63               | 242           | 13.37               |
| 5       | Bulandshahar                | Meerut         | 2044                        | 1754                              | 85.81               | 290           | 14.19               |
| 6       | Etah                        | Aligarh        | 6906                        | 6141                              | 88.92               | 765           | 11.08               |
| 7       | Gautam Buddha Nagar         | Meerut         | 26617                       | 23992                             | 90.14               | 2625          | 9.86                |
| 8       | Ghaziabad                   | Meerut         | 8588                        | 7393                              | 86.09               | 1195          | 13.91               |
| 9       | Hapur                       | Meerut         | 11657                       | 10820                             | 92.82               | 837           | 7.18                |
| 10      | Hathras                     | Aligarh        | 3552                        | 3204                              | 90.20               | 348           | 9.18                |
| 11      | Kasganj                     | Aligarh        | 3086                        | 2975                              | 96.40               | 111           | 3.60                |
| 12      | Mau                         | Azamgarh       | 25192                       | 22469                             | 89.19               | 2723          | 10.81               |
| 13      | Meerut                      | Meerut         | 5452                        | 5199                              | 95.36               | 253           | 4.64                |
|         |                             | <b>Total</b>   | <b>131272</b>               | <b>117795</b>                     | <b>89.73</b>        | <b>13477</b>  | <b>10.27</b>        |

Source: Unpublished Record of Uttar Pradesh 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 Meerut, Aligarh and Azamgarh Mandal of Uttar Pradesh as depicted in Table 1.2. Analysis of Table 1.2 reveals that 131272 cases have been filed out of which 117795 (89.73%) has been disposed of.
- The overall disposal rate of 89.73 percent reflects that disposal rate of the cases at 13 District Consumer Disputes Redressal Commissions working in Meerut, Aligarh and Azamgarh Mandal of Uttar Pradesh is satisfactory.
- Out of 13 District Consumer Disputes Redressal Commissions working in Meerut, Aligarh and Azamgarh Mandal of Uttar Pradesh 7 District Consumer Disputes Redressal Commissions have disposal rate higher than overall disposal rate of 89.73%.
- Out of 13 District Consumer Disputes Redressal Commissions working in Moradabad, Mirzapur and Agra Mandal of Uttar Pradesh 6 District Consumer Disputes Redressal Commissions have pendency rate higher than overall pendency rate of 10.27%.
- 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.
- Analysis of Table 1.2 clearly shows that pendency percentage of cases is highest in District Commission of Bulandshahar at 14.19%. It is followed by District Commission of Ghaziabad (13.91%). Ballia (13.37%), Aligarh (12.80%), Etah (11.08%) and Mau (10.81%). U.P. 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 Meerut, Aligarh and Azamgarh Mandal of Uttar Pradesh. Although overall disposal percentage of cases is satisfactory in case of District Consumer Disputes Redressal Commissions working in Meerut, Aligarh and Azamgarh Mandal but, if we make one to one analysis of all 13 District Consumer Disputes Redressal Commissions working in Meerut, Aligarh and Azamgarh Mandal of Uttar Pradesh then we came to know that performance of District Consumer Disputes Redressal Commissions of Bulandshahar, Ghaziabad, Aligarh, Etah, Ballia and Mau need improvement and U.P. 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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