

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 the 13th April, 2021.

Dear Principal Secretaries,

The Consumer Commissions have been established to provide cost effective and speedy dispute redressal. However, large vacancies of President and Member affect smooth functioning of the Consumer Commissions and lead to increase in pendency of cases. High pendency of cases, delays in disposal and excessive vacancies have defeated the very purpose of the Consumer Protection Act. Concerns have also been expressed in this regard through various Parliament Questions and Reports of the Parliamentary Standing Committee.

2. The Consumer Protection Act, 2019 provides for disposal of complaints within three months and within five months where testing of the product is required. However, it is observed that a number of cases are pending for more than a year.

3. To address huge pendency and for quick disposal of consumer complaints, the newly notified Consumer Protection Act, 2019, provides for **Mediation**. In this connection, **the Central Government has already notified the Mediation Rules and the NCDRC have notified the Mediation Regulations**. Mediation should, therefore, start in all the State Commissions and District commissions at the earliest.

4. However, it has come to the notice of this Ministry that the Consumer Commissions, where there are vacancies of both President and Member, are finding it difficult in setting up Mediation Cells and engaging Mediators as the Search cum Selection Committee is unable to form. To facilitate setting up of Mediation Cells in the Consumer Commissions in the States, relevant provisions of the Mediation Rules and Regulations may need to be revisited, if required.

5. I shall be grateful if you could kindly come up with suitable suggestions for seamless implementation of Mediation Cell in your State so that a considered view can be taken to amend the relevant provisions in the Mediation Rules and Regulations.

With regards,

Yours sincerely,


(NIDHI KHARE)

The Principal Secretaries of All States/UTs

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