

D.O. No J-12/3/2024-CPU

New Delhi, the 22nd May, 2024

Dear President,

As you are aware, the consumer commissions established under the Consumer Protection Act, 2019 play crucial role in ensuring fair and accessible dispute resolution for consumers.

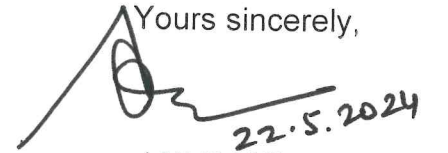
2. In this context, it is noticed that despite their significance and enabling provisions, several challenges persist, hindering the smooth functioning of these quasi-judicial bodies and also achieving the objective of the Act. By identifying the root causes of these challenges and implementing effective strategies, we can ensure that consumer commissions function optimally and serve their intended purpose of safeguarding consumer rights and achieve the objective of the Consumer Protection Act, 2019. Some of the major challenges may be narrated as under:-

- (i) Non-execution of Orders
- (ii) Limited use of e-Daakhil Portal
- (iii) Frequent adjournments

3. In view of the above, I would be highly obliged if you kindly share your views on the above issues detailing the challenges and suggestions for taking corrective measures. Further, I shall be also grateful if you could kindly undertake periodic review of the Commissions so that the pendency of consumer cases may be brought to the bare minimum. Besides this, any additional insights or suggestions on improving the functionality of consumer commissions would also be greatly appreciated.

With warm regards,

Yours sincerely,


22.5.2024
(Nidhi Khare)

To,

President, State Consumer Disputes Redressal Commission
(All States/UTs)

email sent on
22/5/24 @ 12:33 PM

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