

A STUDY ON WORKING AND PERFORMANCE OF 17 DISTRICT CONSUMER DISPUTES REDRESSAL FORUMS IN STATE OF ANDHRA PRADESH

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ABSTRACT

This paper attempts to study working and performance of 17 District Consumer Disputes Redressal Forums working in state of Andhra Pradesh. Although overall disposal percentage of cases is satisfactory in case of District Consumer Disputes Redressal Forums of Andhra Pradesh but, if we make one to one analysis of all District Consumer Disputes Redressal Forums of state than we came to know that performance of District Forums of Chittoor-II at Tirupati, East Godawari-II at Rajamundry, Visakhapatnam-II, and Krishna-II at Vijayawada need improvement and A.P. Government must take necessary steps like filling vacant post of four presidents and twenty seven members in District Forums of state and starting of Lok Adalats to ensure quick justice to consumers.

KEYWORDS District Consumer Disputes Redressal Forums, Andhra Pradesh.

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JEL CODES

D18, K15, K30, K40, K42, P37.

INTRODUCTION

Government of India enacted number of laws for protection of aggrieved consumers but, Consumer Protection Act,1986 was one of the landmark Law which facilitated setting up 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 state capital Hyderabad and 29 District Consumer Disputes Redressal Forums (At present Andhra Pradesh has 17 district Forums because 12 District Forums are now part of newly created state of Telengana which was formed after bifurcation of united Andhra Pradesh in the year 2014) in different districts of Andhra Pradesh to ensure speedy justice to consumers who are cheated by malpractices of marketers.

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 Forums in state of Andhra Pradesh.

OBJECTIVES OF STUDY

It attempts to elaborate the state of affair of the cases filed/disposed of at the 17 District Consumer Disputes Redressal Forums in state of Andhra Pradesh. The study points out various problems being faced by these Consumer Disputes Redressal Agencies and suggest their possible solutions.

ANALYSIS**TABLE 1.1: STATEMENT OF CASES FILED/DISPOSED OF/PENDING IN 17 DISTRICT CONSUMER DISPUTES REDRESSAL FORUMS OF ANDHRA PRADESH (AS ON 28-02-2017)**

Sl. No.	Name of District Forum	Cases filed since inception	Cases disposed of since inception	Pending Cases	Pendency Percentage
1	Ananthpura	5465	5373	92	1.68
2	Chittor-I	4801	4711	90	1.87
3	Chittor-II at Tirupati	1215	1140	75	6.17
4	East Godavari-I at Kakinada	9171	9118	53	0.58
5	East Godavari-II at Rajahmundry	1498	1425	73	4.87
6	Guntur	11017	10881	136	1.23
7	Kadapa	7383	7339	44	0.59
8	Krishna-I at Machilipatanam	5710	5641	69	1.21
9	Krishna-II at Vijayawada	5411	5211	200	3.70
10	Kurnool	7524	7398	126	1.67
11	Nellore	14236	14026	210	1.47
12	Prakasam at Ongole	8244	8101	143	1.73
13	Srikulam	5786	5673	113	1.95
14	Visakhapatnam-I	17301	17176	125	0.72
15	Visakhapatnam-II	3521	3373	148	4.20
16	Vizianagaram	3758	3683	75	1.99
17	West Godavari at Eluru	5596	5439	157	2.80
	Total	117637	115708	1929	1.64

Source: Unpublished records of Andhra Pradesh Consumer Disputes Redressal Commission, Hyderabad (2017)

TABLE 1.2: STATEMENT OF CASES FILED/DISPOSED OF SINCE INCEPTION UNDER CONSUMER PROTECTION ACT, 1986 (AS ON 31-07-2017)

Sr. No.	Name of Agency	Cases Filed Since Inception	Cases Disposed Of since Inception	Disposal Percentage	Pending Cases	Pendency Percentage
1	National Commission	113117	97571	86.26	15546	13.74
2	State Commissions	760786	651797	85.67	108989	14.33
3	District Forums	3995088	3692798	92.43	302290	7.57
	Total	4868991	4442166	91.23	426825	8.77

Source: Unpublished records of National Consumer Disputes Redressal Commission, New Delhi (2017)

RESULTS AND DISCUSSION

1. The study examined the Statement of Cases Filed / Disposed of/Pending in 17 District Consumer Disputes Redressal Forums of Andhra Pradesh as depicted in Table 1.1. Analysis of Table 1.1 reveals that 117637 cases have been filed out of which 115708 cases (98.36%) has been disposed of.
2. The overall disposal rate of 98.36 percent reflects that disposal rate of the cases at 17 District Forums of Andhra Pradesh is satisfactory.
3. Out of total 17 District Forums in Andhra Pradesh, 6 District Forums i.e. East Godavari-I, Guntur, Kadapa, Krishna-I, Nellore and Visakhapatnam-I have disposal rate higher than the overall disposal rate of 98.36 percent.
4. Out of total 17 District Forums In Andhra Pradesh, 11 District Forums i.e. Ananthpura, Chittoor-I, Chittoor-II, East Godavari-II, Krishna-II, Kurnool, Prakasam, Srikulam, Visakhapatnam-II, Vizianagaram and West Godawari have pendency rate higher than the overall pendency rate of 1.64 percent.

5. As per statistics released by National Consumer Disputes Redressal Commission on its official website on June 30,2017 four post of Presidents and twenty-seven post of members were vacant in different District Consumer Disputes Redressal Forums of Andhra Pradesh so, A. P. Government should take necessary steps to solve this problem.

6. Analysis of Table 1.1 clearly shows that pendency percentage of cases is highest in District Forum of Chittoor-II at Tirupati (6.17%). It is followed by District Forum of East Godavari-II at Rajahmundry (4.87%), Visakhapatnam-II (4.20%) and Krishna-II at Vijayawada (3.70%). Andhra Pradesh Government should allow starting of Lok Adalats in these district Forums to solve issue of pendency of cases.

7. Analysis of Table 1.1 and 1.2 reveals that District Forum of all District Forums of Andhra Pradesh are better in disposal of cases if we compare their performance with disposal percentage of all State/U.T. District Consumer Disputes Redressal Forums i.e 92.43 percent.

CONCLUSION

This paper attempts to study working and performance of 17 District Consumer Disputes Redressal Forums working in state of Andhra Pradesh. Although overall disposal percentage of cases is satisfactory in case of District Consumer Disputes Redressal Forums of Andhra Pradesh but, if we make one to one analysis of all District Consumer Disputes Redressal Forums of state than we came to know that performance of District Forums of Chittoor-II, East Godavari-II, Visakhapatnam-II and Krishna-II need improvement and A.P. Government must take necessary steps like filling vacant post of presidents and members in these District Forums and starting of Lok Adalats to ensure quick justice to consumers.

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