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## A STUDY ON WORKING AND PERFORMANCE OF DISTRICT CONSUMER DISPUTES REDRESSAL COMMISSIONS OF JHANSI, SAHARANPUR AND KANPUR MANDAL OF UTTAR PRADESH

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### ABSTRACT

*This paper attempts to study working and performance of 12 District Consumer Disputes Redressal Commissions working in Jhansi, Saharanpur and Kanpur Mandal of Uttar Pradesh. Although overall disposal percentage of cases is satisfactory in case of District Consumer Disputes Redressal Commissions working in Jhansi, Saharanpur and Kanpur Mandal but, if we make one to one analysis of all 12 District Consumer Disputes Redressal Commissions working in Jhansi, Saharanpur and Kanpur Mandal of Uttar Pradesh then we came to know that performance of District Consumer Disputes Redressal Commissions of Aurraya, Farrukhabad, Jhansi, Kanpur Dehat, Kanpur Nagar, Lalitpur, Saharanpur and Shamli 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 JHANSI, KANPUR AND SAHARANPUR MANDAL OF UTTAR PRADESH**

Sr. No.	Name of Mandal	Name of Districts under this Mandal
1	Jhansi	Jhansi, Jalaun, Lalitpur
2	Kanpur	Kanpur Dehat, Kanpur Nagar, Aurraya, Etawah, Farrukhabad, Kannauj
3	Saharanpur	Saharanpur, Muzaffar Nagar, Shamli

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 12 District Consumer Disputes Redressal Commissions at Jhansi, Jalaun, Lalitpur, Kanpur Dehat, Kanpur Nagar, Aurraya, Etawah, Farrukhabad, Kannauj, Saharanpur, Muzaffar Nagar and Shamli under Jhansi, Saharanpur and Kanpur Mandal of Uttar Pradesh.

### OBJECTIVES OF THE STUDY

It attempts to elaborate the state of affairs of the cases filed/disposed of at the 12 District Consumer Disputes Redressal Commissions working in Jhansi, Saharanpur and Kanpur Mandal 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 12 District Consumer Disputes Redressal Commissions working in Jhansi, Saharanpur and Kanpur Mandal 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 JHANSI, KANPUR AND SAHARANPUR MANDAL OF UTTAR PRADESH (AS ON 31-03-2019)**

	Name of District Commission	Name of Mandal	Cases Filed since inception	Cases Disposed of since inception	Disposal Percentage	Pending Cases	Pendency Percentage
1	Auraiya	Kanpur	6840	5798	84.77	1042	15.23
2	Etawah	Kanpur	10849	10022	92.38	827	7.62
3	Farrukhabad	Kanpur	7229	6324	87.48	905	12.52
4	Jalaun	Jhansi	11673	10499	89.94	1174	10.06
5	Jhansi	Jhansi	1727	1511	87.49	216	12.51
6	Kannauj	Kanpur	6646	6350	95.55	296	4.45
7	Kanpur Dehat	Kanpur	29900	25734	86.07	4166	13.93
8	Kanpur Nagar	Kanpur	942	772	81.95	170	18.05
9	Lalitpur	Jhansi	20509	17970	87.62	2539	12.38
10	Muzaffar Nagar	Saharanpur	4985	4786	96.01	199	3.99
11	Saharanpur	Saharanpur	1227	883	71.96	344	28.04
12	Shamli	Saharanpur	1456	1113	76.44	343	23.56
		<b>Total</b>	<b>103983</b>	<b>91762</b>	<b>88.25</b>	<b>12221</b>	<b>11.75</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 12 District Consumer Disputes Redressal Commissions working in Jhansi, Saharanpur and Kanpur Mandal of Uttar Pradesh as depicted in Table 1.2. Analysis of Table 1.2 reveals that 103983 cases have been filed out of which 91762 (88.25%) has been disposed of.
- The overall disposal rate of 88.25 percent reflects that disposal rate of the cases at 12 District Consumer Disputes Redressal Commissions working in Jhansi, Saharanpur and Kanpur Mandal of Uttar Pradesh is satisfactory.
- Out of 12 District Consumer Disputes Redressal Commissions working in Jhansi, Saharanpur and Kanpur Mandal of Uttar Pradesh 4 District Consumer Disputes Redressal Commissions of Etawah, Jalaun, Kannauj and Muzaffarnagar have disposal rate higher than overall disposal rate of 88.25%.
- Out of 12 District Consumer Disputes Redressal Commissions working in Jhansi, Saharanpur and Kanpur Mandal of Uttar Pradesh 8 District Consumer Disputes Redressal Commissions have pendency rate higher than overall pendency rate of 11.75%.
- 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 Saharanpur at 28.04%. It is followed by District Commission of Shamli (25.56%), Kanpur Nagar (18.05%), Auraiya (15.23%), Kanpur Dehat (13.93%), Farrukhabad (12.52%), Jhansi (12.51%) and Lalitpur (12.38%). 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 12 District Consumer Disputes Redressal Commissions working in Jhansi, Saharanpur and Kanpur Mandal of Uttar Pradesh. Although overall disposal percentage of cases is satisfactory in case of District Consumer Disputes Redressal Commissions working in Jhansi, Saharanpur and Kanpur Mandal but, if we make one to one analysis of all 12 District Consumer Disputes Redressal Commissions working in Jhansi, Saharanpur and Kanpur Mandal of Uttar Pradesh then we came to know that performance of District Consumer Disputes Redressal Commissions of Auraiya, Farrukhabad, Jhansi, Kanpur Dehat, Kanpur Nagar, Lalitpur, Saharanpur and Shamli 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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Looking forward to an appropriate consideration.

With sincere regards

Thanking you profoundly

**Academically yours**

Sd/-

**Co-ordinator**

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