

One in four consumer cases pending for over three years in Delhi district consumer commissions, reveals IJR's Consumer Justice Report 2026

18 March, Delhi: A first-of-its-kind study, the *Consumer Justice Report 2026: Assessing Capacity of Redressal Commissions in India*, by the India Justice Report (IJR) released today, revealed the state of functioning of the consumer dispute redressal commissions in India including Delhi. Drawing primarily on public data obtained through Right to Information inquiries and parliamentary responses, the study evaluates state performance through the filters of budgets, infrastructure, human resources, workload and diversity to rank how well states have equipped themselves to fulfill the statutory obligations under the Consumer Protection Act, 2019. While union territories were not part of the ranking, the report highlights their performance on key indicators.

Andhra Pradesh is ranked 1st among the 19 large and mid-sized states (with populations of over one crore each) followed by Madhya Pradesh, Rajasthan, Karnataka and West Bengal comprising the top five states. Among the nine small states (with populations less than one crore each), Meghalaya ranked first, followed by Sikkim and Himachal Pradesh.

Some encouraging trends¹:

- The president's post at the Delhi's State Consumer Disputes Redressal Commission (SCDRC) had no vacancy (2021- 2025).
- More than 100% case clearance rate was reported by SCDRC and District Consumer Disputes Redressal Commission(DCDRC) (2020-2024).
- There was one woman SCDRC member each year (2022-2025).

Where improvements can be made:

- Shortfall of 20% in member posts at the DCDRC and 25% in SCDRC
- Staff vacancy at SCDRC rose from 0% in 2021 to 40% in 2025
- In 2025, in 4 DCDRCs - Central (VIII), North (I), South (II) and South-West Delhi (VII), more than one in four cases had been pending for more than three years

Consumer Commissions Jurisdictions

Based on the 2021 rules², each tier has a pecuniary jurisdiction to entertain complaints of a specified monetary value.

- DCDRCs - jurisdiction to entertain complaints where value of the goods or services paid as consideration does not exceed 50 lakh rupees.
- SCDRCs - jurisdiction to entertain complaints where value of the goods or services paid as consideration exceeds 50 lakh rupees but does not exceed 2 crore rupees.

¹ Kindly refer to the full report for detailed data tables. Available at: <https://indiajusticereport.org/>

² The Consumer Protection (Jurisdiction of the District Commission, the State Commission and the National Commission) Rules, 2021. Available at: https://consumeraffairs.gov.in/public/upload/files/232278_1732705181.pdf

- National Consumer Disputes Redressal Commission (NCDRC) - jurisdiction to entertain complaints where value of the goods or services paid as consideration exceeds 2 crore rupees.

Analysis of DCDRCs in Delhi

The study analysed RTI responses on vacancy, caseload, gender diversity, and budget of DCDRCs in five metro cities including eight DCDRCs in Delhi:

- Five DCDRCs had a president for all years and three had members filled member positions (2021-2025).
- Out of the eight DCDRCs that provided data on staff positions, seven reported vacancies in all five years (2021 and 2025).
- New Delhi (VI) DCDRC reported having a woman president for all five years, and one woman member in 2021 and 2022.
- Only two DCDRCs—New Delhi (VI) and South (II)—had cleared more cases than filed each year between 2022 and 2025³

Sectoral Analysis of Consumer Cases

Analysis of cases filed and disposed between 2010 and 2024 (15 years) as available on the official portal Confonet⁴ (now e-jagriti) by IJR reveals that:

1. 32,700 cases were filed with the Delhi SCDRC, of which nearly 11,000 are pending. Nearly 35% were consumer cases filed with original jurisdiction.
2. More than 50% of cases were filed under the housing (36%) and insurance (16%) sectors.
3. Nearly 44% of disposed cases took more than a year. On average, a case was disposed in 701 days and five hearings

IJR's consumer dashboard can be accessed here: <https://ccdash.indiajusticereport.org/>

Staff in SCDRC

As of 2025, the SCDRC had a President. There was one vacancy among the four sanctioned posts.

The presence of adequate staff strength is essential to the smooth functioning of an SCDRC. The Bagla Committee Report in 2000 recommended a total of 38 staff positions including 10 peons in a SCDRC. It also said that for every 250 pending cases there should be a 1 assistant and 1 LDC, thereby taking the minimum strength to 40. For SCDRCs, with a pendency of less than 500, a total of 15 staff positions were recommended. While Delhi SCDRC did not have any vacant staff positions in 2021 and 2022, vacancies rose significantly to 40% in 2025. The vacancy increase, however, may be due to an increase in sanctioned strength of staff from 16 in 2021 to 53 in 2025.

³ January-March 2025

⁴ CONFONET was an Online Case Management System administered by the Department of Consumer Affairs to digitise the functioning of the consumer commissions across India, enabling end-to-end digital tracking from case filing to judgment at the district, state, and national levels. To modernise this framework, CONFONET 2.0 was introduced in December 2023. Subsequently, CONFONET has been subsumed into e-Jagriti, launched on 1 January 2025 as a unified platform that integrates CONFONET with other legacy systems to deliver a seamless, citizen-centric ecosystem for faster and transparent consumer justice. It allows advocates to manage cases and hearings, while providing judges secure access to end-to-end digital case files, analytics, and virtual courtrooms to facilitate faster, infrastructure-light adjudication.

In 2024, the president and one member in Delhi's SCDRC were women.

Budget

Complete data on the allocation and utilisation of budgets was available for five district commissions of Delhi—North East Delhi (IV), South (II), South East (X), South West Delhi (VII), North Delhi (I). A total of Rs 22.6 crore was allocated to these commissions between 2021–22 to 2024–25, of which 92% was expended. The SCDRC had expended 90% of Rs 7.6 crore budget allocation in 2024-25.

The ranking of states is below:

19 Large and mid-sized states:

State	Consumer Justice Rank
Andhra Pradesh	1
Madhya Pradesh	2
Rajasthan	3
Karnataka	4
West Bengal	5
Haryana	6
Tamil Nadu	7
Assam	8
Uttarakhand	9
Uttar Pradesh	10
Maharashtra	11
Kerala	12
Bihar	13
Gujarat	14
Punjab	15
Odisha	16
Chhattisgarh	17
Jharkhand	18
Telangana	19

9 Small states:

State	Consumer Justice Rank
Meghalaya	1
Sikkim	2
Himachal Pradesh	3
Goa	4
Nagaland	5
Mizoram	6
Tripura	7
Arunachal Pradesh	8
Manipur	9

Justice (Retd.) Sanjay Kishan Kaul, Former Judge, Supreme Court of India released the report and said, “the will of the Parliament is reflected in a legislation but if the legislation is made non-functional then will is also defeated. The Consumer Protection Act, 2019 was expected to improve consumer protection capacity in the country. But it is concerning to find that more than half the president and member positions in state commissions are vacant and not all districts have formed district commissions. This has persisted despite

multiple court orders including during my tenure when we had taken suo motu cognisance of capacity gaps. These significant gaps affect the consumer protection institutional structure and the access to speedy and effective redressal. Furthermore, it erodes the confidence of consumers in grievance redressal in the consumer commissions”.

Justice (retd.) Madan B Lokur said, "the Consumer Protection Act is a beneficent legislation at the centre of which is the ordinary consumer. The report clearly shows that the system is working at subsistence level, with vacancies as high as 40% in State Commissions. One in three cases is pending over three years. It is time the authorities realise that consumption and economic growth is severely affected by the lack of faith in consumer redressal mechanisms. Forty years after the Consumer Protection legislation Act was enacted the situation is terribly grim. It raises the question: Are these commissions really grievance redressal bodies? "

Maja Daruwala, Chief Editor, India Justice Report, said, “The 2019 consumer protection law is designed to respond to the complexities of the changing marketplace in India and globally. While there are improvements and innovations compared to the previous statute, even the most progressive legislation relies on robust institutional mechanisms. Data accessed through RTI show the gaps and neglect in filling leadership vacancies in commissions which undermines the spirit of the consumer protection mandate and leads to ineffective grievance redressal. We find that in consumer commissions gender diversity is restricted to mere compliance, pendency persists, and mediation is ornamental, eventually weakening the promise of institutional resolution and redress for consumers.”

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About the India Justice Report:

The India Justice Report (IJR) is a quantitative index that uses the government’s own statistics to rank the capacity of the formal justice system operating in various states. The IJR is a collaborative effort undertaken by DAKSH, Commonwealth Human Rights Initiative, Common Cause, Centre for Social Justice, Vidhi Centre for Legal Policy and TISS-Prayas.

First published in 2019, each biennial report tracks improvements and persisting deficits in each state’s structural and financial capacity to deliver justice based on quantitative measurements of budgets, human resources, infrastructure, workload, and diversity across police, judiciary, prisons, legal aid and Human Rights Commissions for all 36 states and UTs.

Annexure I: Consumer Justice Ranking Indicators

S.No	Ranked indicator	Commission measured	Source	Time period
1	President vacancy	State Commissions	Lok Sabha Unstarred Question No. 5127, answered on 02.04.2025.	2025
2	Member vacancy	State Commissions	Lok Sabha Unstarred Question No. 5127, answered on 02.04.2025.	2025
3	President vacancy	District Commissions	Lok Sabha Unstarred Question No. 5127, answered on 02.04.2025.	2025
4	Member vacancy	District Commissions	Lok Sabha Unstarred Question No. 5127, answered on 02.04.2025	2025
5	Staff vacancy	State Commissions	RTI	2025
6	Women among president and members	State Commissions	RTI	2024
7	Women share among staff	State Commissions	RTI	2024
8	Case clearance rate	State and District Commissions	Lok Sabha Unstarred Question No. 4320, answered on 26.03.2025	2020 to 2024
9	Cases pending (%) for more than three years	State Commissions	RTI	2025
10	District commissions as a percentage of districts	District Commissions	Lok Sabha Unstarred Question No. 4320, answered on 26.03.2025	2025
11	Budget utilisation	State Commissions	RTI	F.Y. 2024-25