

Consumer Justice Report 2026

Assessing Capacity of Redressal Commissions in India

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The **Consumer Justice Study** is a first-of-its-kind comprehensive examination of the institutional capacity of India's consumer dispute redressal systems at the state and district levels. 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.

By bringing siloed data to one place, this IJR study provides policy makers, active citizens and stakeholders with a valuable resource with which to address serious challenges and improve the overall functioning of the system.

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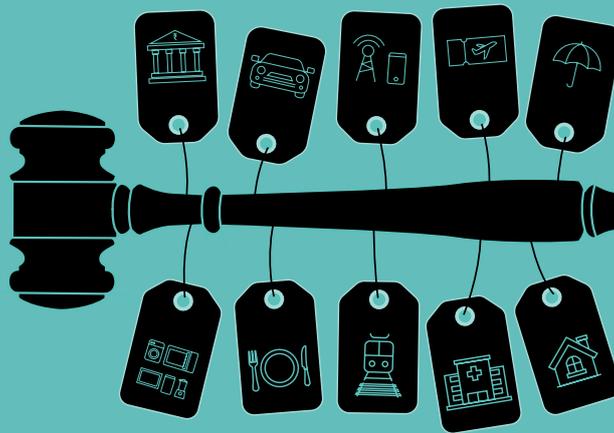
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This report is based on data collated from Right to Information (RTI) responses and publicly available sources. All efforts were made to verify that the information presented herein is correct to the best of our knowledge.

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Assessing Capacity of Redressal Commissions in India

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.

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About The Partners

- **Centre for Social Justice (IDEAL)** is an organisation fighting for the rights of the marginalised and the vulnerable, principally in the sphere of access to justice. Inspired by Freirean thought, CSJ has been active in more than eight states across India, creating human rights interventions, using law as a key strategy through an intimate engagement with grassroot realities. Central to CSJ's efforts are its institutional interventions in legal reform and research, which bridge and symbiotically combine grassroots activism, law and policymaking on a wide gamut of issues concerning the rights of women, Dalits, Adivasis, minorities and other socially vulnerable groups.
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- **DAKSH** is a Bengaluru-based think-tank working on promoting the rule of law by working towards robust, responsive and citizen-centric public institutions.
- **TISS-Prayas** is a social work demonstration project of the Center for Criminology and Justice, Tata Institute of Social Sciences, established in 1990. Prayas's focus is on service delivery, networking, training, research and documentation, and policy change with respect to the custodial/institutional rights and rehabilitation of socio-economically vulnerable individuals and groups. Their mission is to contribute knowledge and insight to the current understanding of aspects of the criminal justice system policy and process, with specific reference to socio-economically vulnerable and excluded communities, groups and individuals who are at greater risk of being criminalised or exposed to trafficking for the purpose of sexual exploitation.
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Acknowledgements

This report on the capacity and functioning of consumer commissions furthers IJR's vision to mainstream the discourse on justice delivery. As always, our first thanks goes to each member of our Steering Committee who are our constant support and guides.

Prof. Bejon Misra, a luminary and tireless advocate of consumer rights and protection, guided us throughout. His counsel and critical inputs have made the report robust and focused. We owe him tremendous gratitude. So did, Mr Divyajyoti J and Mr Shyam Kant Kulkarni, for their inputs in developing the framework of the report. Maja Daruwala remains our pillar supporting all the work we do, her critical eye and creative flair have enriched the report.

Within the research team, Arshi Showkat, Nidha Parveen and Sarab Lamba helmed the project and supported RTI work as well as development of the overall framework. Sarab anchored the tedious RTI work, coordinated data collation and creation of the consumer data dashboard and later passed the baton to our new joiners, Shreehari Paliath and Siddharth Lamba.

Both Siddharth and Shreehari have worked relentlessly for the past six months in cleaning data, finalising indicators and ranking methodology, as well as writing the report. Yash Shrivastava from NLSIU and Adv. Ibanylla from Shillong provided research support and helped us strengthen the report. Nayanika Singhal, Saumya Srivastava and Dipul Yadav pitched in to help the core team working on the Consumer Justice Report. Siddhi Shinde helped us promote and popularise the report on social media, and Madhusudan Srinivas and Bharat Singh provided much needed media outreach to ensure that the report is widely disseminated. We remain ever grateful to Debasis Ray for his support and counsel in sharpening the findings. Finally, Avinash Singh, Kartik Kwatra, Vatsal Bharti and Pankaj Khurana, our colleagues from How India Lives, who brought to life the consumer data dashboard as well as wrangled complex data and brought out the import of the study through neat design, deserve our special gratitude. It has been a privilege to lead the team and bring this report to fruition.

Valay Singh

Lead, India Justice Report



Abbreviations

A&N Islands	Andaman and Nicobar Islands
ADR	Alternative Dispute Resolution
CCPA	Central Consumer Protection Authority
CCR	Case Clearance Rate
CONFONET	Computerisation and Computer Networking of Consumer Forums
COVID-19	Coronavirus Disease 2019
CPA	Consumer Protection Act
DCA	Department of Consumer Affairs
DCDRC	District Consumer Disputes Redressal Commission
DNH & DD	Dadra and Nagar Haveli and Daman and Diu
FLPFR	Female Labour Force Participation Rate
FY	Financial Year
GDP	Gross Domestic Product
GST	Goods and Services Tax
IT	Information Technology
J&K	Jammu and Kashmir
LDC	Lower Division Clerk
MP	Madhya Pradesh
NCDRC	National Consumer Disputes Redressal Commission
NITI Aayog	National Institution for Transforming India Aayog
RTI	Right to Information
SAS Nagar	Sahibzada Ajit Singh Nagar
SCDRC	State Consumer Disputes Redressal Commission
SLP	Special Leave Petition
UP	Uttar Pradesh
UT	Union Territory
WB	West Bengal
WP	Writ Petition

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Introduction

Forty Years On: Promise and Performance in India's Consumer Protection System Capacity, Credibility, and the Future of Consumer Redress

The India Justice Report (IJR) has consistently focused on the capacity of justice delivery institutions seeing in their strength or frailty the real measure of access to justice.

Extending this approach to the decades-long journey of legislative consumer protection, the IJR undertook a capacity-centric study of its implementation to assess whether the promise of fair and timely redress is matched by the readiness of the institutions tasked to deliver it.

To understand the significance of its evolution, it helps to look back. Before the 1980s, the Indian consumer justice landscape was shaped by the doctrine of *caveat emptor*—let the buyer beware. Legal protections were minimal, and recourse was mostly sector-specific and fragmented.

The Consumer Protection Act, 1986 marked a shift from buyer beware, or *caveat emptor*, to *caveat venditor*—let the seller beware.¹ It offered a comprehensive framework for redressal, a broad definition of a consumer, and recognised both financial and non-pecuniary loss incurred through deficiencies in goods and services.

The 2019 Reform Architecture

In 2019 a new law was enacted and the 1986 Act repealed. The new Consumer Protection Act, 2019 explicitly acknowledges the limitations of its predecessor and rests on the premise that better outcomes will follow improved design.

The preamble of the 2019 Act makes its ambition clear: it qualifies the original objectives of consumer protection and settlement of consumer disputes by adding “*timely and effective administration*”—indicating a focus on quality and delivery.

The revised law was intended to respond to the complexities of a rapidly evolving global and national marketplace, aiming to reimagine consumer protection in a quickly digitising economy, marked by interconnected supply chains and dispersed geographies.

Among its key structural innovations is the establishment of the Central Consumer Protection Authority (CCPA)—a body empowered to investigate unfair trade practices, recall unsafe products, and penalise misleading advertisements and their endorsers. It has powers to intervene in proceedings as well as file complaints before commissions.² These regulatory powers filled a significant gap absent in the original 1986 Act.

Since its inception in 2020, the CCPA records at least 174 orders penalising various entities.³ Most penalties have been levied on e-commerce platforms for misleading advertisements and coaching institutions for unfair trade practices. Between 2022 and 2025 it made no interventions in any proceedings nor filed complaints of its own volition.⁴

The 2019 Act retains the three-tiered commission system but improves its design by expanding the minimum composition of state commissions and rebalancing territorial and pecuniary jurisdictions to better favour consumers. It also formally integrates mediation into the dispute resolution process through dedicated mediation cells.

With the intention of making processes easier and more consumer-friendly, most notably the 2019 law brings within its scope new sectors and practices. It covers

1 'Highlights of Consumer Protection Act, 2019', Jolly Anjali (2019), Insurance Regulatory and Development Authority of India (IRDAI) Journal, Issue: December - 2019, Volume XVII, No. 1, pg. 10. Available at: <https://irdai.gov.in/irdai-journal>, last accessed on 23.02.2026.

2 Section 18 of the Consumer Protection Act, 2019. Available at: <https://www.indiacode.nic.in/bitstream/123456789/15256/1/eng201935.pdf>

3 CCPA website, available at: https://dcca.gov.in/ccpa/orders-advisories.php?page_no=1. Accessed on 19.02.2026.

4 RTI response by CCPA received in April 2025.

e-commerce platforms and digital sellers, introduces statutory product liability, and addresses unfair contracts. Procedural reforms include enhanced pecuniary limits, simplified processes such as electronic filing, and provision for video hearings.

Mediation and Alternative Dispute Resolution

A significant innovation of the 2019 Act is the formal incorporation of mediation. Perhaps with an eye to the future, it devotes an entire chapter to it and frames rules with the explicit objective of speeding up disposal and reducing the mounting burden on consumer commissions. Mediation is not mandatory but consent-based and can proceed only where parties agree and the commission considers settlement possible. The statute also envisages proper maintenance and reporting of mediation data—signalling that mediation was intended to be central to the functioning of the new regime.⁵

In design, mediation promises much. It offers a faster, less adversarial, and more cost-effective redress and holds clear potential to decongest commissions. In reality, however, it remains a largely underutilised reform.

In the absence of a publicly available dashboard dedicated to gathering mediation data, RTI responses revealed thin infrastructure and negligible usage. Across 21 state commissions, only 163 mediators were reported as empanelled; just 134 cases were referred to mediation, zero referrals, even where trained mediators were available. None of the responding state commissions furnished information on budgets allocated specifically to mediation.

The gap between aspiration and implementation is wide. Although the Government of India recognised in 2023 that low mediator fees were discouraging uptake and capped them at ₹5,000⁶—payable from the Consumer Welfare Fund—underuse persists. Without systematic referral of suitable cases, adequate infrastructure, trained mediators, and transparent reporting, mediation remains symbolic rather than substantive. At a time when consumer disputes are rising and institutional capacity is

The Consumer Welfare Fund was established in 1992. Funded primarily by non-refundable balances from indirect tax collections—such as excise and GST refunds—and supplemented by occasional government support, it is intended to promote and protect consumer welfare. It provides financial assistance to organisations, state governments, and institutions for consumer awareness campaigns, education and advocacy initiatives, digital grievance redress tools, consumer helplines, school consumer clubs, and infrastructural strengthening of consumer commissions, with a particular focus on rural outreach. Key initiatives include the Jago Grahak Jago national campaign and the National Consumer Helpline (1800-11-4000); its funding also supports digital tools such as the e-Daakhil portal.

strained, the underutilisation of mediation represents a missed opportunity to deliver quicker, more affordable justice.

Annually, national and state-level Lok Adalats settle thousands of cases across India, including consumer disputes as an explicit and integral category. However, granular consumer-only statistics are not separately reported, so it is impossible to assess their value against other fora or their potential. Yet, data received indicates that Lok Adalats like mediation remain an underused potential asset in consumer matters: in 2024, only 446 cases were referred by 22 state commissions—down from 1,463 in 2022—indicating that Lok Adalats remain an *ad hoc*, rather than sustained supplement to consumer redress.

In sum, the 2019 overhaul is designed for contemporary day market realities, to make processes easier and consumer rights more easily accessible. However, even the most progressive legal provisions rely on a sturdy institutional backbone.

On this issue, judicial oversight by the Supreme Court has repeatedly underscored the gap between legislative

⁵ Now to be amended, per the Tenth Schedule of the Mediation Act, 2023. Available at: <https://egazette.gov.in/WriteReadData/2023/248775.pdf>

⁶ Consumer Welfare Fund to pay fee of the Mediator in Consumer Complaints, Ministry of Consumer Affairs, Food & Public Distribution Press Release dated 11 August 2023, Press Information Bureau. Available at: <https://www.pib.gov.in/PressReleasePage.aspx?PRID=1947681®=3&lang=2>, last accessed on 23.02.2026.

intent and implementation on the ground. From as early as 1991, the Court has drawn attention to persistent shortfalls in administrative infrastructure and human resources that continue to undermine the objectives of the consumer protection framework.

Following the 2000 report⁷ of a three-member committee chaired by S. P. Bagla, the Supreme Court in 2001 once again took up the issue of structural deficiencies. The committee examined the administrative, infrastructural, and staffing needs of consumer redressal bodies at the national, state, and district levels; documented acute staff shortages; and proposed a detailed structure aligned to rising caseloads. Acting on its recommendations, the Court directed the government to frame a comprehensive scheme to restructure consumer commissions.⁸

Structural weaknesses persisted. In 2002, acting on an affidavit filed by the Bar Association of the National Consumer Disputes Redressal Commission, the Supreme Court converted this matter into a *suo motu* case⁹ to keep the functioning of the Consumer Protection Act, 1986 under continuous review. By 2016, it had passed nearly 80 orders addressing vacancies, infrastructure, and governance failures.¹⁰

The absence of clear and consistent state rules under the 1986 Act—especially those governing appointments, service conditions, and mediation—had long undermined effectiveness. Recognising this, the Supreme Court in 2016 directed the central government to frame model rules¹¹ for appointment of members at the district and state commissions. Patchy compliance eventually led to the enactment of the 2019 Act, which shifted rule-making authority to the centre.¹² The 2020 central rules¹³ aimed to bring uniformity in qualifications and appointment procedures, but recent data shows that vacancies of presidents and members have worsened in the last five

years—pushing the system further from its intended promise.

What This Report Examines

This report ranks states according to their capacity to fulfil mandates under the 2019 Act. All data is drawn from publicly available government sources.¹⁴

In the absence of comprehensive and regularly published data, the ranking focuses on aspects that most significantly impact the ability to deliver on the legal mandate. Indicators reflect not only the formal existence of institutions but their operational readiness—whether commissions are constituted, financially supported, adequately staffed, and functioning with minimum thresholds of gender diversity and caseload management.

Recognising that state and district commissions are part and parcel of the same framework, the ranking takes account of both tiers. It assesses budgetary support (allocation and utilisation), infrastructure (presence in each district), human resources (vacancies at both levels), workload (clearance rates and pendency), and diversity (gender representation). Union Territories are included in the analysis but not ranked.

IJR ranked 19 large and mid-sized states and 9 small states on aggregate scores drawn from 11 indicators, based on parliamentary questions and RTI responses. Andhra Pradesh (6.28), Madhya Pradesh (5.92), and Rajasthan (5.82) emerged as the top ranking large and medium-sized states. Among small states, Meghalaya (5.58), Sikkim (4.72), and Himachal Pradesh (4.20) led the table.

While the aggregate score was used to arrive at

7 <https://ncdr.nic.in/baglacommittee.html>

8 SLP (Civil) 6928 of 1999, State of U.P. & Ors. vs. Jeet S. Bisht, Order dated 26.11.2001. Available at: <https://api.sci.gov.in/jonew/bosir/orderpdfold/32611.pdf>

9 WP(C) No. 164/2002, In Re: The Implementation & The Working of Consumer Protection Act, 1986. Instituted by order dated 25.02.2002 passed in SLP (Civil) 6928 of 1999. Available at: <https://api.sci.gov.in/jonew/bosir/orderpdfold/51496.pdf>

10 WP(C) No. 164/2002 is tagged with SLP (Civil) 6928 of 1999 and forms part of the orders passed under the said SLP, as available on the Supreme Court website.

11 WP(C) No. 164/2002, tagged with Civil Appeal No. 2740 of 2007. Judgement dated 21.11.2016. Available at: <https://api.sci.gov.in/jonew/judis/44320.pdf>

12 Para no. 7 of the judgement dated 18.05.2018, passed in WP(C) No. 164/2002, tagged with Civil Appeal No. 2740 of 2007. Available at: https://api.sci.gov.in/supremecourt/1999/1033/1033_1999_Judgement_18-May-2018.pdf; Section 101 of the Consumer Protection Act, 2019.

13 The Consumer Protection (Qualification for appointment, method of recruitment, procedure of appointment, term of office, resignation and removal of the President and members of the State Commission and District Commission) Rules, 2020; further amended in 2022 and 2023. Available at: <https://consumeraffairs.gov.in/pages/consumer-protection-acts>

14 As of April 2025.

overall positions, individual indicator strengths varied considerably. Illustratively, Andhra Pradesh scored high on budget utilisation, but lost ground for leaving the position of president at its state commission vacant. By contrast, states like Rajasthan scored well for having state commission presidents in place but were dragged down due to weaker performance in several other areas. Punjab, despite scoring high on human resources, couldn't clear as many cases as were filed; it also did not provide data on key indicators, and remained among the laggard states. These examples underscore that no single indicator guarantees high overall performance, and the final rankings reflect a combination of strengths and deficits across themes.

The lowest-ranked states typically demonstrate the attributes of long-standing neglect. Persistent vacancies—particularly in the posts of president and members—end up in accumulating increasing pendency numbers. The inability to fill leadership positions impinges directly on administrative supervision and the ability to spend, ultimately resulting in the institution's systemic failure to convert financial allocations or legislative reform into meaningful service delivery.

These variations once again point to the importance of data in diagnosing the detail. It teases out the detail and shows what is working well and where urgent attention is needed and can lead to early repair.

Outside of ranking the states on their readiness to provide forums for consumers, the report also examines district commissions in five metropolitan cities and 28 other district commissions in state capitals to assess how redress functions where large and rapidly growing consumer populations reside. India's cities occupy barely 3% of its landmass yet contribute nearly 60% of GDP.¹⁵ The largest metropolitan centres—Mumbai, Delhi, Kolkata, Chennai, and Bengaluru—account for a disproportionate share of this output and together house nearly 6% of India's population. These five are also among the 30 most populous cities in the world and projected to remain so through 2050.¹⁶ Naturally,

their density and economic concentration generate high volumes of consumer transactions and, correspondingly, disputes. Measuring the institutional health of redress mechanisms in these cities therefore offers a forward-looking indicator of how prepared the system is to meet expanding demand.

Data from 23 district commissions across these metros showed that over 29,000 cases were received between 2022 and March 2025, of which approximately 76% were disposed of, leaving nearly one-fourth pending. Trends vary: Delhi's district commissions have begun to outpace filings with disposals, while Bengaluru's commissions face growing strain, with clearance rates dropping to as low as 38% in one commission. All responding commissions of Delhi and Mumbai had a president since 2021, but could not achieve the same for member positions. In the same year, with all four of its commissions at full strength Kolkata outpaced both Delhi and Mumbai. Here, sanctioned positions of both president and members have been filled since 2021.

District commissions in other capital cities, too, fared better than state commissions; 10 of the 15 responding commissions that provided five-year data from 2021 had a president in place for all years; similarly, seven of 14 responding also recorded zero vacancies. Collectively, the 15% staff vacancies here in 2021 had been reversed by 2025, with some commissions reporting actual staff exceeding sanctioned strength.

Incomplete or non-compliance with proactive disclosure under Section 4 of the Right to Information Act required extensive reliance on RTI queries. This both enabled the analysis and exposed systemic opacity. As of June 2025, only 20 state commissions had a website or a dedicated webpage on the state government's consumer affairs department website, and only three of these had their annual reports uploaded. Only the Himachal Pradesh and Madhya Pradesh state commissions provided annual reports for the last three years in response to RTI applications, indicating the absence of reliable data and reporting by the commissions.

15 Cities as Engines of Growth (NITI Aayog/Asian Development Bank). Available at : https://www.niti.gov.in/sites/default/files/2022-05/Mod_CEOG_Executive_Summary_18052022.pdf#page=19 (May 2022)

16 World Urbanization Prospects 2025: Summary of Results (United Nations). Available at https://population.un.org/wup/assets/Publications/undesa_pd_2025_wup2025_summary_of_results_final.pdf#page=107

IJR also collated case data from the CONFONET dashboard (now e-Jagriti)¹⁷ which allows an assessment of each and every commission in the country on a set of metrics covering disposal and nature of the case. Fifteen-year data (2010 to 2024) taken from the dashboard showed that, all told, consumer commissions had disposed of over two million cases. Outside of cases categorised as 'Others', there were three sectors that consistently dominated the consumer docket: insurance, housing, and banking. Together, they account for nearly half of all filings.

Beyond these, substantial volumes of complaints also arose against medical, finance and electricity concerns, marking them as recurring sites of consumer dissatisfaction. Whether filings in a sector are many or relatively few, the frequency of recourse to litigation suggests delayed services; defective products; denied claims; and all too often, a refusal to accept responsibility. The concentration of data in one or the other sector identifies the need to assess and question why and where frequent cases are filed and identify where reform must begin.

What the Report Finds

Institutional and Human Resource Deficits

Statutorily, every state must have at least one State Consumer Disputes Redressal Commission, and every district must be served by a district commission.

State commissions are barred from exercising original jurisdiction for claims of ₹50 lakh or less. Yet, one in ten districts remains without a commission.

In the absence of district commissions low- and medium-value claimants are forced to take recourse in civil courts or abandon their claims altogether. This defeats the Act's low-cost, lawyer-light design and weakens enforcement.

Even where commissions exist, their functioning is undermined by persistent vacancies. As of 2025, half the state commissions and one-third of the district commissions lacked a sitting president. Since presidents are tasked with disbursement of finances and evaluation, their absence (especially over prolonged periods) indicates that financial scrutiny and performance evaluation are low priority issues for the state. Nearly 40% of member positions at both tiers were also vacant.¹⁸

Administrative staff shortages add another dimension of difficulty for commissions. The average vacancy levels overall were 20%.¹⁹ In 2025, 35% of pending cases²⁰ had remained unresolved for more than three years—far removed from the statutory expectation of disposal within 3–5 months. Overall, pendency has risen by 20% in five years.

Gender Representation

The 2020 Rules require every commission to have at least one woman, whether it is as president or member.²¹ It is a minimal benchmark.

While most responding commissions reported compliance, representation rarely exceeded this minimum. Very few institutions reported a woman president even in 2024. Long-term tracking shows slow and uneven progress in making diversity and inclusion a robust reality. The failure to move beyond minimal compliance reinforces the perception that inclusion remains an afterthought rather than an imperative.

17 E-Jagriti, the official portal of the Department of Consumer Affairs, Government of India, <https://e-jagriti.gov.in/>; and, data of 28.57 lakh cases filed between 1 January 2010 and 31 August 2024 at all the three tiers, collated from 'Confonet' - the earlier version of e-Jagriti.

18 Lok Sabha Unstarred Question No. 5127, answered in April 2025.

19 RTI responses from 20 of total 35 SCDRCs received between April to June, 2025.

20 RTI responses from 19 of 35 SCDRCs received between April to June, 2025.

21 Rule 3 and 4 of the Consumer Protection (Qualification for appointment, method of recruitment, procedure of appointment, term of office, resignation and removal of the President and members of the State Commission and District Commission) Rules, 2020. Available at: <https://consumeraffairs.gov.in/pages/consumer-protection-acts>

Budgets and Utilisation

A budget is not merely a financial allocation; it is a statement of institutional priority. Allocation tells only half the story; utilisation reveals institutional seriousness. Persistent underutilisation signals structural bottlenecks, whereas full expenditure signals readiness to deliver. Between 2021–22 and 2024–25, allocations grew by 52% for the 21 responding state commissions. Yet utilisation averaged 85% in 2024–25. Some states, though, reduced budgets despite rising caseloads and high vacancies.

Despite deficits, there are measurable signs of improvement. Seven state commissions have established additional benches. Nationally, post-pandemic disposals have improved. However, filings rose by 37% between 2020 and 2024. Overall demand is outpacing performance and capacity.

Consequences and the Way Forward

India is positioning itself to become one of the largest and fastest-growing economies in the world. At the heart of this expansion sits the consumer.

If district forums are missing, vacancies persist, pendency stretches into years, and mediation remains ornamental, the consequences extend beyond individual grievances. Capital is locked up. Legal uncertainty constrains reinvestment. Market discipline weakens. Over time, these inefficiencies dampen GDP growth.

Because, as the courts have repeatedly said, everyone is a consumer and an economic factor in the growth of the nation, consumer protection and redress must be predictable, adequately staffed, technologically capable, mediation-friendly, and locally accessible.

States competing for investment cannot afford weak enforcement environments.

Operationalising reform requires common-sense measures: time-bound appointments, constitution of full benches for commissions at all levels, staffing and budgets aligned with caseloads, accountability for utilisation, supporting mediation machinery on hand and a system of regular mediation referrals, transparent data publication, and forward-looking capacity planning. The returns will far outweigh the costs.

Aware that “today, consumers play a pivotal role in the nation’s economy and are among the strongest forces in strengthening India”, the government has stated its “unwavering commitment to simplifying consumer grievance redressal mechanisms and reinforcing institutional frameworks for consumer justice”.²² The government is presently holding consultations across the country to amend the new law towards improving redress. The promise rests on refining the law, simplifying procedures and ramping up infrastructure. This is not a moment too soon.

Without recalibration, the consumer remains an afterthought. Durable economic growth demands that the promise of redress keep pace with the promise of prosperity.

Maja Daruwala,
Chief Editor, India Justice Report

²² <https://www.pib.gov.in/PressReleasePage.aspx?PRID=2187416®=3&lang=2>

Methodology

The Consumer Justice Report relies entirely on data maintained by the states. It captures the capacity of consumer dispute redressal commissions at the central, state and district levels, through public data—as it stood in 2025—to fulfil the statutory roles envisioned for them under the Consumer Protection Act, 2019. The study examines the capacity of commissions through the themes of budgets, infrastructure, human resources, workload, and gender diversity, and ranks states based on their performance. Additionally, it tracks 'trends' over six years (2020–2025) to measure states' intention to improve. The report also contains a separate section that analyses the sectoral distribution of cases, disposition time, and other metrics based on case data collated from 2010 to 2024 from the CONFONET (now e-Jagriti) dashboard.

The report draws on data accessed through Right to Information inquiries sent to 35 State Consumer Disputes Redressal Commissions (SCDRCs), responses to parliamentary questions, as well as publicly accessible data available on the respective consumer commission websites.

Clustering

To undertake fair comparisons between states, the report divides the 35 states and UTs into three clusters based on their populations.

- 1. Cluster I (ranked):** Nineteen large and mid-sized states or states with a population of 1 crore (10 million) and above.
- 2. Cluster II (ranked):** Nine small-sized states with a population of up to 1 crore, namely Arunachal Pradesh, Goa, Himachal Pradesh, Manipur, Meghalaya, Mizoram, Nagaland, Sikkim and Tripura.
- 3. Cluster III (not ranked):** Data for seven UTs is provided but they are not ranked. These are Delhi, Andaman & Nicobar Islands, Chandigarh, Dadra & Nagar Haveli (DNH) and Daman & Diu (DD), Jammu & Kashmir,

Lakshadweep, and Puducherry. This report does not include data from Ladakh.

Ranking

The ranking is based on a combination of 11 indicators—seven that cover the state commissions and three that cover the district commissions. The indicator on Case Clearance Rate (CCR) includes workloads of both state and district commissions. All ranked indicators are under the following themes:

1. Human Resources
2. Diversity (Gender)
3. Workload
4. Infrastructure
5. Budgets

Each theme represents a precondition necessary for the functioning of a commission. Human resources look into personnel sanctioned and available with commissions at state and district levels; workload is the weight of service delivery upon a commission; budgets measure the funds received and utilised over five years; infrastructure, the basic physical resources available; and diversity assesses how gender representative these bodies are.

Scoring

Each indicator was scored on a range of 1 to 10 points, where states with lowest performance received a minimum score of 1 and highest performing states received 10 points. States which did not provide information are allotted the minimum score of 1 and states which met or exceeded the benchmark, such as case clearance or full budget utilisation or recruiting more than the sanctioned staff received a 10. This ensures that overperforming states do not adversely affect the scores of states meeting the mandate. The scores between maximum and minimum values were calibrated to show where a state stood in relation to the best and the worst.

Each cluster had 11 indicators (Figure 1). So every state

Figure 1: 5 Themes and 11 indicators

Theme	Ranked indicator	Commission measured	Source	Time period	Scoring logic
Human Resources	President vacancy	State Commissions	Lok Sabha Question*	2025	Lower, the better
	Member vacancy	State Commissions	Lok Sabha Question*	2025	Lower, the better
	President vacancy	District Commissions	Lok Sabha Question*	2025	Lower, the better
	Member vacancy	District Commissions	Lok Sabha Question*	2025	Lower, the better
	Staff vacancy	State Commissions	RTI	2025	Lower, the better
Gender Diversity	Women among president & members	State Commissions	RTI	2024	Higher, the better
	Women share among staff	State Commissions	RTI	2024	Higher, the better
Workload	Case clearance rate	State and District Commissions	Lok Sabha Question**	2020 to 2024	Higher, the better
	Cases pending (%) for more than three years	State Commissions	RTI	2025	Lower, the better
Infrastructure	District commissions as a percentage of districts	District Commissions	Lok Sabha Question**	2025	Higher, the better
Budgets	Budget utilisation	State Commissions	RTI	F.Y. 2024-25	Higher, the better

* Lok Sabha Unstarred Question No. 5127, answered on 02.04.2025.

** Lok Sabha Unstarred Question No. 4320, answered on 26.03.2025

obtained a score out of 110. The scores of every indicator were aggregated and averaged to arrive at an overall score, also scored on a scale of 1 to 10. Averages were arrived at using the geometric rather than the arithmetic mean because this method is less prone to distortion by extreme outlying figures, and average scores remain relatively less affected. Thus, every state got a final score out of 10, and a rank in its cluster.

Further, every ranked indicator in the study has been assigned an equal weightage so as not to privilege any one aspect over another. The study avoids subjectivity by giving any one element higher or lower weightage, since every data point influences the whole outcome.

CONFONET (e-Jagriti) Dashboard

In a first-time assessment, the IJR collated data on 28.57 lakh cases filed between 1st January 2010 and 31st August 2024 at the national, state and district consumer

commissions from the CONFONET dashboard (now e-Jagriti). This allowed for the analysis of:

1. Number of cases filed in commissions in this period
2. Case clearance rates
3. Disposal time
4. Number of hearings
5. Sectoral analysis

The assessment allowed a detailed analysis of information across case filing years, benches, sectors, and case types. In addition to the category of cases before commissions, data allowed a granular, cross-sectoral analysis that enabled comparisons across key industries including banking, insurance and housing. Data over a period of time allowed for trend analysis of each metric as well as geographical comparisons including case clearance rate, time taken to clear cases and number of hearings.

Unranked Indicators

In addition to the 11 ranked indicators, the report examines state and district commissions on twenty other metrics. These did not lend themselves to ranking due to sparse information shared by the commissions; however, they provide critical information regarding the capacity and functioning of commissions across the country. These indicators are given in Figure 2.

IJR filed RTI applications to all 35 state commissions requesting data on district commission capacities.

Twenty-seven states/UTs provided partial information for some of their district commissions. The absence of robust responses from all 685 DCDCs in India led us to select a set of 51 DCDCs present in the capital cities of 27 states and UTs (Figure 3).

These 51 commissions constitute a representative sample of consumer dispute redressal capacity at district commissions, particularly those in urban areas. For cities with more than one commission, such as Bengaluru, Jaipur, Kolkata, Lucknow, Chennai, Mumbai, Bhopal, Jammu & Srinagar (J&K), and Delhi—all commissions for

Figure 2: Unranked indicators

S. No.	Indicator	Commission measured	Source	Time period
Theme 1: Human Resources				
1	President vacancy	State Commission	RTI	2021 to 2025
2	President vacancy	District Commission	RTI	2021 to 2025
3	Member vacancy	State Commission	RTI	2021 to 2025
4	Member vacancy	District Commission	RTI	2021 to 2025
4	Staff vacancy	State Commission	RTI	2021 to 2025
6	Staff vacancy	District Commission	RTI	2021 to 2025
7	Trained mediators	State Commission	RTI	2025
8	Trained mediators	District Commission	RTI	2025
9	Data staff	District Commission	RTI	2025
Theme 2: Diversity				
10	Women among president & members	State Commission	RTI	2021 to 2025
11	Women among president & members	District Commission	RTI	2021 to 2025
12	Women among staff	State Commission	RTI	2021 to 2025
13	Women among staff	District Commission	RTI	2021 to 2025
Theme 3: Workload				
14	Case clearance rate	State and District Commissions	Lok Sabha Question*	2020 to 2024
15	Case clearance rate	District Commissions	RTI	2022 to 2025 (January to March)
16	% of cases pending for more than 3 years	District Commissions	RTI	2025
17	Lok Adalat case clearance rate	State Commission	RTI	2022 to 2025 (January to March)
18	Lok Adalat case clearance rate	District Commission	RTI	2022 to 2025 (January to March)
19	Mediation case clearance rate	State Commission	RTI	2022 to 2025 (January to March)
20	Mediation case clearance rate	District Commission	RTI	2022 to 2025 (January to March)
Theme 4: Budgets				
21	Budget allocation	State Commission	RTI	2021-22 to 2024-5
22	Budget Allocation	District Commission	RTI	2022 to 2025 (January to March)

* Lok Sabha Unstarred Question No. 4320, answered on 26.03.2025

which information was provided have been assessed.

The report further splits the 51 DCDRCs into two sets:

a. 23 district commissions across five largest metropolitan cities: Mumbai, Delhi, Kolkata, Chennai and Bengaluru, and;

b. 28 district commissions in lower tiered capital cities such as Jaipur, Patna, Bhopal, Shillong, Thiruvananthapuram and Lucknow among others.

This allowed an assessment of how redress functions

where large and rapidly growing consumer populations reside. India’s cities occupy barely 3% of its landmass yet contribute nearly 60% of the GDP. Around 6% of India’s population resides in the five metropolitan capital cities alone that are some of the most densely populated cities in the world.

Central Authorities

The IJR filed RTI inquiries to the CCPA as well as the DCA. The questions put to both institutions drew from their statutory mandate. [see Annexure]. Questions to the CCPA pertained to sanctioned and actual staff

Figure 3: District Commissions covered

S. No.	State	City/ District	District Commissions assessed
1	A & N Islands	Port Blair	1
2	Andhra Pradesh	Vijaywada	1
3	Assam	Dispur	1
4	Bihar	Patna	1
5	Chhattisgarh	Durg	1
6	Delhi	New Delhi	8/10
7	Goa	Panji	1
8	Gujarat	Gandhinagar	1
9	Haryana	Gurugram	1
10	Himachal Pradesh	Shimla	1
11	Jammu & Kashmir	Jammu & Srinagar	2
12	Jharkhand	Dhanbad	1
13	Karnataka	Bengaluru	5
14	Kerala	Thiruvananthapuram	1
15	Lakshadweep	Kavaratti	1
16	Madhya Pradesh	Bhopal	2
17	Maharashtra	Mumbai	4
18	Meghalaya	Shillong	1
19	Nagaland	Kohima	1
20	Puducherry	Puducherry	1
21	Punjab	SAS Nagar Mohali	1
22	Rajasthan	Jaipur	4
23	Sikkim	Gangtok	1
24	Tamil Nadu	Chennai	2
25	Uttar Pradesh	Lucknow	2
26	Uttarakhand	Haridwar	1
27	West Bengal	Kolkata	4
Total			51

28	Arunachal Pradesh
29	Chandigarh
30	DNH & DD
31	Manipur
32	Mizoram
33	Odisha
34	Telangana
35	Tripura

Did not provide information for District Commissions

Note: District Commissions arranged in alphabetical order of state name.

strengths; gender diversity; number of inquiries made by the body either on receipt of a complaint, *suo motu*; number of inquiries referred to the District Collector or Director General; number of cases where penalties were imposed to the manufacturer for false or misleading advertisements; and allocated budgets. Questions to the DCA requested information on budget allocated by the Department to its state counterparts; funds available within the Consumer Welfare Fund and its beneficiary-wise expenditure; and whether a legislative impact study of the Consumer Protection Act, 2019 has been conducted/authorised by the Department. The responses from the respective institutions are attached in the Annexures for reference.

Strengths and Limitations

The ranking of states on the basis of capacity is an unprecedented exercise in the context of our country with an aim to bring together hitherto siloed information.

The processing of data enables the precise location of potential intervention and remediation sites. Not only that, but even internal gaps caused by unequal data availability indicate how urgent it is to establish reliable, consistent, timely, and publicly accessible data systems across the country that facilitate collaborative planning.

The report is a purely quantitative exercise and its assessment is limited by the unavailability and paucity of data and its inconsistencies. It does not aspire to capture the views of the duty holder or functionary and stakeholder that relate to the qualitative performance and functioning of consumer dispute redressal commissions. Nevertheless, the assessment points to levels of service and response. The data delineation here is also a necessary supplement to other qualitative studies and helps indicate possible solutions to many entrenched problems. We hope that the report will encourage others to go deeper in evaluating the structure of the justice delivery system holistically and in more detail.



Consumer Justice Ranking

Consumer Justice Ranking

Assessment of states on consumer dispute redressal capacity and workload.

Color guide

- Best
- Middle
- Worst

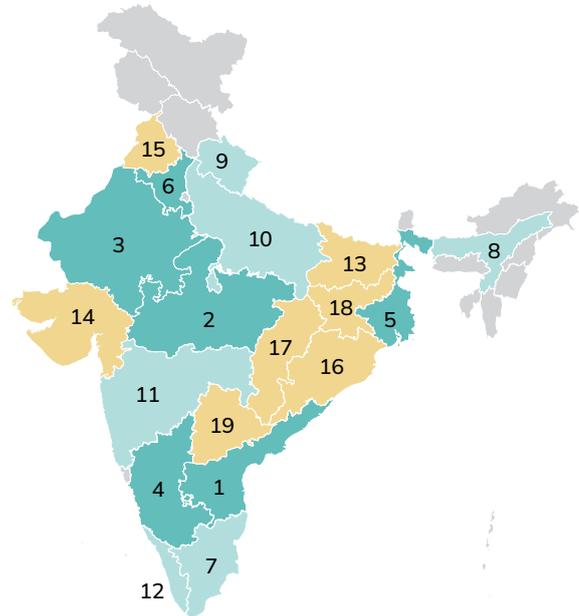
Clusters

- I. 19 large and mid-sized states (population above 10 million)
- II. 9 small-sized states (population up to 10 million)

Indicators **11**

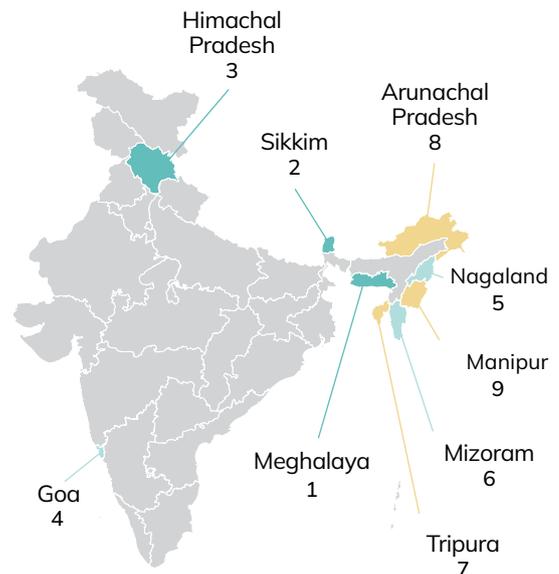
Map 1: Large and mid-sized states

State	Rank (out of 19)	Score (out of 10)
Andhra Pradesh	1	6.28
Madhya Pradesh	2	5.92
Rajasthan	3	5.82
Karnataka	4	5.77
West Bengal	5	5.07
Haryana	6	4.99
Tamil Nadu	7	4.43
Assam	8	4.40
Uttarakhand	9	4.39
Uttar Pradesh	10	4.36
Maharashtra	11	4.09
Kerala	12	3.96
Bihar	13	3.47
Gujarat	14	3.09
Punjab	15	3.07
Odisha	16	2.76
Chhattisgarh	17	2.69
Jharkhand	18	2.45
Telangana	19	2.20



Map 2: Small states

State	Rank (out of 9)	Score (out of 10)
Meghalaya	1	5.58
Sikkim	2	4.72
Himachal Pradesh	3	4.20
Goa	4	3.98
Nagaland	5	3.79
Mizoram	6	2.61
Tripura	7	2.58
Arunachal Pradesh	8	1.82
Manipur	9	1.70



Pushing Expectations

Vacancies



Only four SCDRCs—Bihar, Haryana, Tripura and Lakshadweep—had all president and member positions filled in 2025.

10/20: Delhi, Gujarat, Haryana, Kerala, Meghalaya, Uttar Pradesh and West Bengal and three other SCDRCs had a president in all years between 2021 and 2025.

2021 to 2025: Average member vacancy at the state commissions stood lowest in 2022, at 17%.

12/35: Chandigarh, Arunachal Pradesh, Goa, Himachal Pradesh and eight other states and UTs had all district commission president positions filled in 2025.

In Kerala, only two of the 28 sanctioned district commission members were appointed in 2025.

Delhi state commission recorded 40% staff vacancy in 2025. Sanctioned strength increased from 16 in 2021 to 53 in 2025.

Sikkim and Delhi: Only two SCDRCs that reported a female president in 2024.

DCDRC spread



18/35: States including Maharashtra, Karnataka, Haryana, Punjab and Bihar had at least as many DCDRCs as the number of districts. In 2025, UP reported 79 commissions in its 75 districts.



Caseload



More than 90,000 consumer cases filed in Maharashtra between 2020 to 2024, highest in the country. It could dispose only 65%.

Only Andhra Pradesh, Sikkim and Himachal Pradesh reported less than 10% cases pending for more than three years.

Among the 19 responding state commissions, on average 35% cases were pending for more than three years.

Mediation



14 SCDRCs including WB, Karnataka and Rajasthan did not refer a single case for mediation since 2022.

Budgets



Rs 225 crore: Total budget for 20 SCDRCs including UP, WB, Rajasthan and MP in 2024-25.

Table 1: Indicator-wise data, state scores and ranks

	Rank in cluster	Score (out of 10)	Theme > Human Resources					
			Indicator >		Scoring guide >			
			SCDRC president vacancy (% 2025)	SCDRC member vacancy (% 2025)	DCDRC president vacancy (% 2025)	DCDRC member vacancy (% 2025)	SCDRC staff vacancy (% 2025)	
			Lower, the better	Lower, the better	Lower, the better	Lower, the better	Lower, the better	
Large and mid-sized states								
Andhra Pradesh	1	6.28	100	25.0	5.9	2.9	-3.2	
Assam	8	4.40	100	25.0	13.0	4.3	-133.3	
Bihar	13	3.47	0	0.0	55.3	52.6	28.6	
Chhattisgarh	17	2.69	0	75.0	41.2	31.5	NP	
Gujarat	14	3.09	0	37.5	63.2	60.5	NP	
Haryana	6	4.99	0	0.0	9.1	13.6	15.6	
Jharkhand	18	2.45	100	75.0	25.0	27.1	64.3	
Karnataka	4	5.77	100	87.5	42.4	18.2	13.1	
Kerala	12	3.96	0	75.0	35.7	92.9	0.0	
Madhya Pradesh	2	5.92	100	60.0	20.0	31.4	13.9	
Maharashtra	11	4.09	0	36.4	25.0	30.0	15.7	
Odisha	16	2.76	100	0.0	54.8	71.0	NP	
Punjab	15	3.07	0	25.0	21.7	30.4	NP	
Rajasthan	3	5.82	0	30.0	29.7	56.8	36.2	
Tamil Nadu	7	4.43	0	100.0	10.0	25.0	0.0	
Telangana	19	2.20	100	0.0	25.0	12.5	NP	
Uttar Pradesh	10	4.36	0	25.0	44.3	48.7	27.2	
Uttarakhand	9	4.39	100	25.0	69.2	3.8	33.3	
West Bengal	5	5.07	0	50.0	65.4	30.8	2.9	
Small states								
Arunachal Pradesh	8	1.82	100	100.0	0.0	82.0	NP	
Goa	4	3.98	100	50.0	0.0	0.0	NP	
Himachal Pradesh	3	4.20	0	100.0	0.0	70.8	12.2	
Manipur	9	1.70	100	25.0	0.0	100.0	NP	
Meghalaya	1	5.58	0	50.0	0.0	7.1	0.0	
Mizoram	6	2.61	100	50.0	0.0	18.2	NP	
Nagaland	5	3.79	0	50.0	0.0	31.3	NP	
Sikkim	2	4.72	100	50.0	0.0	50.0	25.0	
Tripura	7	2.58	0	0.0	25.0	0.0	NP	
Union Territories								
A&N Islands	Not ranked		100	0.0	0.0	100.0	NP	
Chandigarh	Not ranked		0	25.0	0.0	25.0	NP	
D&N Haveli and D&D	Not ranked		100	66.7	100.0	50.0	NP	
Delhi	Not ranked		0	25.0	10.0	20.0	39.6	
Jammu & Kashmir	Not ranked		100	25.0	60.0	50.0	NP	
Lakshadweep	Not ranked		0	0.0	0.0	0.0	0.0	
Puducherry	Not ranked		100	50.0	0.0	0.0	45.5	

Data sources: Lok Sabha Unstarred Question No. 5127, answered on 02.04.2025; Lok Sabha Unstarred Question No. 4320, answered on 26.03.2025; RTI applications filed by the India Justice Report team.

Common notes: i. States arranged by clusters in alphabetical order. ii. A&N Islands: Andaman & Nicobar Islands. iii. D&NH/D&D: Dadra & Nagar Haveli and Daman & Diu. iv. NP: Not provided. v. CY: Calendar year.

Table 1: Indicator-wise data, state scores and ranks

Theme >	Diversity		Workload		Infrastructure	Budget
Indicator >	Women in SCDRC presidents and members (% , 2024)	Women in SCDRC staff (% , 2024)	Case clearance rate (% , CY 20-24)	SCDRC cases pending for more than 3 years (% , 2025)	District Commissions as share of districts (% , 2025)	SCDRC budget utilised (% , 2024-25)
Scoring guide >	Higher the better	Higher, the better	Higher, the better	Lower, the better	Higher, the better	Higher, the better
Large and mid-sized states						
Andhra Pradesh	25.0	21.9	93	4.8	65	115
Assam	25.0	7.1	94	47.2	66	43
Bihar	NP	NP	69	NP	100	84
Chhattisgarh	NP	NP	101	NP	82	NP
Gujarat	NP	NP	84	NP	130	90
Haryana	NP	13.2	67	35.6	100	59
Jharkhand	0.0	0.0	96	70.8	100	NP
Karnataka	50.0	42.9	109	27.9	106	83
Kerala	0.0	33.3	76	79.2	100	105
Madhya Pradesh	33.3	33.3	102	41.0	87	99
Maharashtra	NP	8.3	65	NP	111	100
Odisha	20.0	8.3	97	NP	100	NP
Punjab	NP	NP	94	NP	100	NP
Rajasthan	11.1	16.9	79	11.3	90	88
Tamil Nadu	NP	22.6	115	NP	84	77
Telangana	NP	NP	101	NP	36	NP
Uttar Pradesh	NP	NP	106	61.8	105	66
Uttarakhand	33.3	7.1	88	56.8	100	512
West Bengal	14.3	25.7	87	NP	100	109
Small states						
Arunachal Pradesh	NP	NP	70	NP	93	NP
Goa	100.0	57.1	101	31.3	100	65
Himachal Pradesh	0.0	25.0	90	9.0	100	88
Manipur	NP	NP	74	NP	19	NP
Meghalaya	25.0	NP	136	12.5	58	74
Mizoram	NP	NP	129	NP	100	NP
Nagaland	33.3	62.5	57	25.0	65	NP
Sikkim	66.7	40.0	78	7.1	100	90
Tripura	NP	NP	94	NP	50	NP
Union Territories						
A&N Islands	25.0	100.0	88	26.7	33	100
Chandigarh	NP	NP	91	NP	200	NP
D&N Haveli and D&D	NP	NP	3	NP	33	NP
Delhi	40.0	NP	103	NP	91	90
Jammu & Kashmir	66.7	23.1	298	70.8	50	NP
Lakshadweep	NP	66.7	33	33.3	100	NP
Puducherry	50.0	NP	107	21.4	50	NP

Data sources: Lok Sabha Unstarred Question No. 5127, answered on 02.04.2025; Lok Sabha Unstarred Question No. 4320, answered on 26.03.2025; RTI applications filed by the India Justice Report team.

Common notes: i. States arranged by clusters in alphabetical order. ii. A&N Islands: Andaman & Nicobar Islands. iii. D&NH/D&D: Dadra & Nagar Haveli and Daman & Diu. iv. NP: Not provided. v. CY: Calendar year.

National Findings

1 2025: More than half the president and member posts in state commissions are vacant.

Figure 4: President and Member Vacancies in State Commissions

Among the large and mid-sized states, only Bihar and Haryana filled both member and president posts.

Seven SCDRCs had 50% members in 2025.

Seventeen SCDRCs did not have a president in 2025.

State/UT	SCDRC President, 2025			SCDRC Member, 2025		
	Sanctioned	Actual	Vacancy (% , Ranked)	Sanctioned	Actual	Vacancy (% , Ranked)
Large and mid-sized states						
Andhra Pradesh	1	0	100	4	3	25
Assam	1	0	100	4	3	25
Bihar	1	1	0	4	4	0
Chhattisgarh	1	1	0	4	1	75
Gujarat	1	1	0	8	5	38
Haryana	1	1	0	4	4	0
Jharkhand	1	0	100	4	1	75
Karnataka	1	0	100	8	1	88
Kerala	1	1	0	4	1	75
Madhya Pradesh	1	0	100	5	2	60
Maharashtra	1	1	0	11	7	36
Odisha	1	0	100	4	4	0
Punjab	1	1	0	4	3	25
Rajasthan	1	1	0	10	7	30
Tamil Nadu	1	1	0	4	0	100
Telangana	1	0	100	4	4	0
Uttar Pradesh	1	1	0	4	3	25
Uttarakhand	1	0	100	4	3	25
West Bengal	1	1	0	10	5	50
Small states						
Arunachal Pradesh	1	0	100	2	0	100
Goa	1	0	100	4	2	50
Himachal Pradesh	1	1	0	2	0	100
Manipur	1	0	100	4	3	25
Meghalaya	1	1	0	4	2	50
Mizoram	1	0	100	4	2	50
Nagaland	1	1	0	2	1	50
Sikkim	1	0	100	4	2	50
Tripura	1	1	0	2	2	0
Union Territories						
A&N Islands	1	0	100	4	4	0
Chandigarh	1	1	0	4	3	25
D&N Haveli and D&D	1	0	100	3	1	67
Delhi	1	1	0	4	3	25
Jammu & Kashmir	1	0	100	4	3	25
Lakshadweep	1	1	0	4	4	0
Puducherry	1	0	100	4	2	50
Total	35	18	49	159	95	40

Note: States and Union Territories arranged in respective cluster in alphabetical order.

Source: Lok Sabha Unstarred Question No. 5127, answered in April, 2025.

Under the CPA 2019, only a High Court judge, sitting or retired, can be appointed as the president of an SCDRC. The president's responsibilities include formation of benches for hearing disputes and administration¹ of the state commission, as well as overseeing the functioning and performance of district commissions of the state/UT². The CPA, 2019 increased the sanctioned strength of state commission members from two to a minimum of four.³ As of April 2025, five small states and a UT⁴ were yet to revise their sanctioned member strength to a minimum of four.

Six SCDRCs (Madhya Pradesh, Gujarat, Karnataka, Rajasthan, West Bengal and Maharashtra)⁵ sanctioned a higher strength than the statutory minimum of four. Karnataka and West Bengal increased their sanctioned strength from two each in 2018 to eight and ten members respectively, after the 2019 Act. Nine⁶ states and the UT of Delhi had already sanctioned four or more members in 2018.⁷

In nearly 50% SCDRCs the position of president was

vacant while 40% of the total 159 sanctioned member positions were unfilled.

Seven SCDRCs, including WB, Goa and Sikkim had 50% vacancy among member positions. Another seven SCDRCs exceeded the 50% mark. In MP, Kerala, Jharkhand, and Chhattisgarh vacancies ranged between 60%-75%, while Arunachal Pradesh, Tamil Nadu and Himachal Pradesh had no members in their SCDRCs.

Karnataka reported 88% vacancy in its eight sanctioned posts, and did not have a president. It reported the highest vacancies in posts of president and member among large and mid-sized states. Only Bihar and Haryana had filled both member and president posts among large and mid-sized states.

Arunachal Pradesh SCDRC reported 100% vacancy among president and members in 2025. Among the small states and UTs, Lakshadweep and Tripura had filled all vacancies.

2

Only 10 state commissions had a president for all five years.

Data provided by twenty⁸ of 35 SCDRCs showed that in 2025, 10 SCDRCs did not have a president. In 2021 there were only two SCDRCs without a president: Goa and Jharkhand. According to RTI responses received from these states, Goa and Jharkhand reported having no presidents throughout this period.⁹

Procedure of appointment: State governments appoint the presidents and members of the SCDRCs on the recommendation of a three-member Selection

Committee, composed of the Chief Justice of the respective High Court or their nominee – secretary of the Consumer Affairs Department and the nominee of the respective Chief secretary. The 2020 Rules¹⁰ also mandate the state government to initiate the appointment process “at least six months before the vacancy arises” and “immediately” in case the vacancy arises due to death or resignation or creation of new posts. The presence of a high vacancy across SCDRCs shows state governments are not adhering to the stipulated timeline of six months. The Pasayat

1 Section 70, The Consumer Protection Act, 2019. Available at: https://ncdrc.nic.in/bare_acts/CPA2019.pdf

2 Rule 18 and Schedule I appended to the Consumer Protection (Consumer Disputes Redressal Commissions) Rules, 2020, provides for quarterly performance monitoring of district commissions by the State commissions. Available at: https://consumeraffairs.gov.in/public/upload/files/Consumer%20Commission%20Rules%20&%20General%20Rules_1732703661.pdf

3 Section 16(1)(b), The Consumer Protection Act, 1986; Section 42, The Consumer Protection Act, 2019.

4 Arunachal Pradesh, Himachal Pradesh, Nagaland, Tripura, and D&N Haveli and D&D.

5 Sanctioned strength was highest in Maharashtra (11), followed by Rajasthan and West Bengal (10 each), Karnataka and Gujarat (8 each), and Madhya Pradesh (5).

6 Maharashtra, Rajasthan, Uttar Pradesh, Punjab, Gujarat, Madhya Pradesh, Haryana, Kerala and Tamil Nadu.

7 Rajya Sabha Unstarred Question No. 4573 dated 6 April 2018. Available at: <https://sansad.in/getFile/annex/245/Au4573.pdf?source=pqars>

8 While information for the latest year (2025) on president and member vacancies is available for all 35 SCDRCs through a parliamentary reply, data for the period from 2021 to 2024 was obtained through RTI applications. Of the 35 SCDRCs, only 20 states/UTs furnished complete information for all the years sought; accordingly, the trend analysis is confined to these 20 SCDRCs.

9 Refer to Annexure for RTI replies from Goa and Jharkhand.

10 The Consumer Protection (Qualification for appointment, method of recruitment, procedure of appointment, term of office, resignation and removal of the President and members of the State Commission and District Commission) Rules, 2020. Available at: https://consumeraffairs.gov.in/public/upload/files/SCDRC-DCDRC%20Rules_1732703388.pdf

Committee in 2016 found “instances where the State Governments have taken upto 7/10 months to approve the recommendations of the Selection Committee”.¹¹

Meghalaya, Nagaland and Delhi) had a president throughout this period.

Only 10 SCDRCs (Haryana, Kerala, Rajasthan, Uttar Pradesh, West Bengal, Gujarat, Himachal Pradesh,

In 2018, while the 1986 Act was in place, data reported to Parliament show no vacancy among posts of presidents of all 35 SCDRCs across the country.¹²

Figure 5: Vacant president posts in state commissions (2021–2025)

Number of SCDRCs functioning without a president increased from 2 to 10 in the last five years

	President in place					Number of years with President (out of 5)
	2021	2022	2023	2024	2025	
Large and mid-sized states						
Gujarat	✓	✓	✓	✓	✓	5
Haryana	✓	✓	✓	✓	✓	5
Kerala	✓	✓	✓	✓	✓	5
Rajasthan	✓	✓	✓	✓	✓	5
Uttar Pradesh	✓	✓	✓	✓	✓	5
West Bengal	✓	✓	✓	✓	✓	5
Andhra Pradesh	✓	✓	✓	✓	✗	4
Assam	✓	✓	✓	✓	✗	4
Madhya Pradesh	✓	✓	✓	✓	✗	4
Odisha	✓	✓	✓	✓	✗	4
Uttarakhand	✓	✓	✓	✗	✗	3
Jharkhand	✗	✗	✗	✗	✗	0
Small states						
Himachal Pradesh	✓	✓	✓	✓	✓	5
Meghalaya	✓	✓	✓	✓	✓	5
Nagaland	✓	✓	✓	✓	✓	5
Sikkim	✓	✓	✓	✓	✗	4
Goa	✗	✗	✗	✗	✗	0
Union Territories						
Delhi	✓	✓	✓	✓	✓	5
Puducherry	✓	✓	✓	✗	✗	3
A&N Islands	✓	✓	✗	✗	✗	2

Note: States and Union Territories arranged in respective cluster in descending order of compliance.
 Source: RTI responses from SCDRCs for the years 2021 to 2024; Lok Sabha Unstarred Question No. 5127, answered in April, 2025.

11 State Of U.P. Through Principal Secretary Vs. All U.P. Consumer Protection Bar Association, Civil Appeal No. 2740 of 2007 vide order dated 21 November 2016. Available at: https://api.sci.gov.in/jonew/courtnc/rop/1999/1033/rop_857954.pdf
 12 Rajya Sabha Unstarred Question No. 4573 dated 6 April 2018. Available at: <https://sansad.in/getFile/annex/245/Au4573.pdf?source=pqars>

3

Number of members in state commissions on decline (2021–2025)

In 2021, there were eight¹³ SCDRCs with all member positions filled, in 2025 there were only two: Haryana and A&N Islands (UT). Between 2021 and 2025, member vacancy increased in nine SCDRCs: Himachal Pradesh, Kerala, West Bengal, Meghalaya, Goa, Jharkhand, Delhi (UT), Uttarakhand and Rajasthan.

Among the 17 SCDRCs that provided data on member posts for all five years, West Bengal and Rajasthan were the only two states that had a sanctioned strength of

ten in 2025.¹⁴ West Bengal with 5 actual members had a vacancy of 50% which is a substantial increase compared to 2021 when it had a lower sanctioned strength of six and had 5 members appointed.

Among states that had the same sanctioned strength in both 2021 and 2025, vacancies grew the most in Kerala, Jharkhand and Goa. The only three states where vacancy among member posts came down were Uttar Pradesh, Andhra Pradesh and Haryana. In Uttar Pradesh, vacancy

Figure 6: State Commission Member Vacancies (2021 - 2025)

Average vacancy across member posts in 17 SCDRCs increased from 25% in 2021 to nearly 41% in 2025.

Uttar Pradesh the only state where sanctioned member posts reduced.

2025: Only two SCDRCs filled all member posts.

Vacancy (%)
 0
 Up to 25%
 25% to 50%
 Above 50%

	Member, sanctioned					Member, vacancy (%)						Years without vacancy (out of 5)
	2021	2022	2023	2024	2025	2021	2022	2023	2024	2025	5-year average	
Large and mid-sized states												
Haryana	4	4	4	4	4	50	25	0	0	0	15	3
Kerala	4	4	4	4	4	0	0	0	50	75	25	3
West Bengal	6	6	6	6	10	0	33	0	0	50	17	3
Assam	4	4	4	4	4	25	0	0	25	25	15	2
Andhra Pradesh	4	4	4	4	4	75	0	25	25	25	30	1
Madhya Pradesh	5	5	5	5	5	60	0	20	60	60	40	1
Uttarakhand	4	4	4	4	4	0	25	25	25	25	20	1
Jharkhand	4	4	4	4	4	25	25	25	75	75	45	0
Rajasthan	10	10	10	10	10	10	10	10	20	30	16	0
Uttar Pradesh	10	10	10	10	4	60	60	60	60	25	53	0
Small states												
Sikkim	2	2	2	2	4	50	0	0	0	50	20	3
Himachal Pradesh	2	2	2	2	2	0	0	50	100	100	50	2
Meghalaya	4	4	4	4	4	0	0	25	25	50	20	2
Goa	4	4	4	4	4	0	25	50	50	50	35	1
Union Territories												
A&N Islands	4	4	4	4	4	0	0	0	0	0	0	5
Delhi	3	4	4	4	4	0	0	0	0	25	5	4
Puducherry	2	2	2	2	4	50	0	0	0	50	20	3

Note: States and Union Territories arranged in respective cluster in descending order of years without vacancy.

Source: RTI responses from SCDRCs received between April to June, 2025 for the years 2021 to 2024; Lok Sabha Unstarred Question No. 5127, 2025.

13 A&N Island (UT), Uttarakhand, Delhi (UT), Goa, Meghalaya, West Bengal, Kerala and Himachal Pradesh.

14 Maharashtra has a sanctioned strength of 11 but it could not be included in this analysis as it did not provide data on member positions for all five years.

came down because of the reduction in sanctioned posts from 10 in 2021 to four in 2025¹⁵ whereas the actual member strength fell from four to three respectively.

While sanctioned member posts increased in four SCDRCs—West Bengal (6 to 10), Sikkim (2 to 4), Delhi (3

to 4) and Puducherry (2 to 4)—at least one in four posts were vacant in each of them. Among these 17 SCDRCs, only Delhi had all member positions filled in four out of the last five years. Five SCDRCs including Haryana, West Bengal and Kerala recorded full strength of members for 3 years.¹⁶

4 2024: Only two women presidents: less than 1/3rd of SCDRC members are women.

The RTI sought gender-wise information for presidents and members separately from 35 SCDRCs. Nineteen SCDRCs provided the gender

of president and members for the year 2024.¹⁸ Among these 19 state commissions, twelve had a president in the year 2024 out of which only Delhi and Sikkim had

Figure 7: Women Among State Commission Presidents and Members

The CPA, 2019 mandates that among the members (and/or president) there be at least one woman.¹⁷

16 SCDRCs didn't share data on gender. Rajasthan had the lowest share of women in SCDRCs.

Large and mid-sized states	President, 2024		Members, 2024		Women share among SCDRC Presidents and Members (%; 2024; Ranked)
	Total	Woman	Total	Women	
Karnataka	0	0	2	1	50.0
Madhya Pradesh	1	0	2	1	33.3
Uttarakhand	0	0	3	1	33.3
Andhra Pradesh	1	0	3	1	25.0
Assam	1	0	3	1	25.0
Odisha	1	0	4	1	20.0
West Bengal	1	0	6	1	14.3
Rajasthan	1	0	8	1	11.1
Jharkhand	0	0	1	0	0.0
Kerala	1	0	2	0	0.0
Small states					
Goa	0	0	2	2	100.0
Sikkim	1	1	2	1	66.7
Nagaland	1	0	2	1	33.3
Meghalaya	1	0	3	1	25.0
Himachal Pradesh	1	0	0	0	0.0
Union Territories					
Jammu & Kashmir	0	0	3	2	66.7
Puducherry	0	0	2	1	50.0
Delhi	1	1	4	1	40.0
A&N Islands	0	0	4	1	25.0

Note: States and Union Territories arranged in respective cluster in descending order of women share.

Source: RTI responses from SCDRCs received between April to June, 2025.

15 A June 2025 RTI reply by Uttar Pradesh SCDRC stated the sanctioned strength of members in the state commission was 10 for 2021, 2022 and 2024. The sanctioned strength was not provided for 2023 and 2025. However, the Lok Sabha Unstarred Question No. 5127 dated 2 April 2025 stated the sanctioned member strength of UP SCDRC as 4.

16 Only Andaman & Nicobar SCDRC recorded '0' member vacancy from 2021 to 2025, although the UT's state and district commissions combined, heard less than 100 cases during this period.

17 Rule 3(3), The Consumer Protection (Qualification for appointment, method of recruitment, procedure of appointment, term of office, resignation and removal of the President and members of the State Commission and District Commission) Rules, 2020. Available at: <https://cdnbbsr.s3waas.gov.in/s3194cf6c2de8e00c05fcf16c498adc7bf/uploads/2022/05/2022050489.pdf>

18 For ranking women share in president and members of the state commission, data for the year 2024 has been taken instead of 2025 for having less information gaps compared to 2025 which was the running year during the filing of RTI and recording of information.

a woman president, and 18 of total 56 members were women. Overall, one-third of presidents and members in the 19 SCDRCs were women, which is more than the 20% recommended in the Act. Jharkhand, Kerala and Himachal Pradesh did not comply with the statutory mandate of having at least one woman among the president or members. Rajasthan and West Bengal with

more than four sanctioned members, had only appointed one woman member in their respective eight and six-member state commissions.

Among 19 SCDRCCs, only Goa, Sikkim, Jammu & Kashmir and Delhi, had more than one woman among president and members.

5

Women's share in state commissions declined over five years (2021–2025)

IJR analysed²⁰ gender-wise details of president and/or members for five years from 2021 to 2025 for 14 SCDRCS who provided data. Women's share among

these SCDRCs declined from an average of 35% in 2021 to 29% in 2025. The lowest share reported was in 2024, at 23.2%.

Figure 8: Women's share in state commissions (2021–2025)

Nine¹⁹ SCDRCs comply with minimum benchmark on women inclusion

Kerala, Gujarat and Andhra Pradesh had 20% or less women in SCDRCs

Only 3 SCDRCs had women presidents during the last 5 years.

	Women share among SCDRC Presidents & Members (%)									
	2021	2022	2023	2024	2025	2021	2022	2023	2024	2025
Large and mid-sized states										
West Bengal	28.57	40.00	42.86	14.29	50.00					
Madhya Pradesh	33.33	16.67	20.00	33.33	50.00					
Uttarakhand	40.00	25.00	25.00	33.33	33.33					
Andhra Pradesh	0.00	0.00	25.00	25.00	33.33					
Odisha	66.67	40.00	25.00	25.00	25.00					
Assam	50.00	20.00	20.00	25.00	0.00					
Jharkhand	33.33	33.33	33.33	0.00	0.00					
Kerala	20.00	20.00	20.00	0.00	0.00					
Gujarat	0.00	40.00	0.00	0.00	0.00					
Small states										
Nagaland	33.33	33.33	33.33	33.33	50.00					
Meghalaya	20.00	20.00	25.00	25.00	33.33					
Union Territories										
Puducherry	100.00	50.00	50.00	50.00	50.00					
Delhi	33.33	25.00	25.00	40.00	33.33					
A&N Islands	25.00	25.00	25.00	25.00	25.00					

Note: States and Union Territories arranged in respective cluster in descending order of women share in 2025.

Source: RTI responses from SCDRCs received between April to June, 2025.

18 For ranking women share in president and members of the state commission, data for the year 2024 has been taken instead of 2025 for having less information gaps compared to 2025 which was the running year during the filing of RTI and recording of information.

19 Meghalaya, A&N Islands (UT), Madhya Pradesh, Uttarakhand, Delhi (UT), West Bengal, Odisha, Nagaland and Puducherry (UT).

20 The RTI sought gender-wise information for presidents and members separately. The five-year trend analysis includes only those 14 SCDRCs that provided gender data for presidents or members (or both) for all five years. Where gender information was missing for either category, the calculation of women's share is based only on the positions for which gender data was provided. For example, if gender data was available for members but not for the president, women's share was calculated only among members, and vice versa. Where gender data for both presidents and members was available, women's share was calculated across both.

Women Presidents: The presence of women presidents has remained very low throughout the last five years. All 11 SCDRCs²¹ that shared data on their presidents, did not have a woman president in 2024 and 2025, with the exception of Delhi (UT). Only Delhi and Odisha reported having a woman president in at least two years in this period. Kerala has not had a woman president in the last five years.

The glass ceiling seems visible in the case of consumer commissions. Most SCDRCs comply with the minimum statutory requirement of having one woman.²⁴ Although the share of women presidents is negligible among the 14 SCDRCs who provided a gender break-up of members, nine SCDRCs, including Madhya Pradesh, West Bengal, Odisha and Delhi, have consistently had at least one woman member or a president in the last five years. Gujarat, Kerala and Andhra Pradesh had the lowest representation of women in SCDRCs.

Women Consumers: A Growing Segment

According to a March 2025 report²² by Transunion Cibil, Women Entrepreneurship Platform (NITI Aayog) and Microsave Consulting, there has been an increase in women leveraging credit. It has grown three-fold between 2019 and 2024 indicating demand for borrowing to meet personal and professional needs. Furthermore, women's participation in the workforce has been improving, based on the government's Periodic Labour Force Survey data²³. Rural female Labour Force Participation Rate (FLPFR) increased from 35.2% in June 2025 to 39.7% in November 2025, while urban FLPFR remained stable at around 25.5%.

6

State commissions and their Composition²⁵ (2021–2025)

Nineteen SCDRCs provided information on presidents and members for all years from 2021 to 2025. While they had member vacancies against their sanctioned strength of 10, Rajasthan and West Bengal SCDRCs were able to consistently meet the minimum mandated composition (four members and one president) in all five years. Among these 19 SCDRCs, in 2021, only seven²⁶ SCDRCs had the minimum composition, in 2022, eleven²⁷ SCDRCs met the mandate. However, the number of SCDRCs having both a president and at least four members declined sharply over the next three years, falling to just three by 2025.

Among these 19, as of 2025, only four SCDRCs had sanctioned more members than the minimum four

In 2025, for which data is available for all 35 SCDRCs through the parliamentary reply,²⁸ only six states and one UT—Haryana, Rajasthan, West Bengal, Bihar, Gujarat, Maharashtra and Lakshadweep—complied with the minimum statutory requirement of one president and at least four members.

mandated by the Act. These were Rajasthan, West Bengal, Maharashtra and Madhya Pradesh. Uttar Pradesh reduced the sanctioned strength of members from 10 in 2021 to four in 2025.

21 Andhra Pradesh, Assam, Gujarat, Jharkhand, Kerala, Madhya Pradesh, Meghalaya, Nagaland, Odisha, Uttarakhand, and West Bengal.

22 TransUnion CIBIL, WEP (NITI Aayog) and MicroSave Consulting 2025. From Borrowers to Builders: Women's Role in India's Financial Growth Story. Available at: <https://www.niti.gov.in/sites/default/files/2025-03/From-Borrowers-to-Builders-Women%E2%80%99s-role-in-India%27s-financial-growth-story.pdf>

23 Press Note on Periodic Labour Force Survey (PLFS) Monthly Bulletin, November 2025, National Statistics Office, Ministry of Statistics and Programme Implementation, Government of India. Available at: https://www.mospi.gov.in/uploads/latestreleasesfiles/1765794988378-Monthly_Press_note_november_2025-Final_15.12.2025.pdf#page=2

24 Rule 3(3), The Consumer Protection (Qualification for appointment, method of recruitment, procedure of appointment, term of office, resignation and removal of the President and members of the State Commission and District Commission) Rules, 2020.

25 Section 42(3), The Consumer Protection Act, 2019.

26 Kerala, Meghalaya, Uttarakhand, Uttar Pradesh, A&N Island, West Bengal and Rajasthan.

27 Madhya Pradesh, Assam, Andhra Pradesh, Delhi, Odisha, Kerala, Meghalaya, Uttar Pradesh, A&N Island, West Bengal and Rajasthan.

28 Lok Sabha Unstarred Question No. 5127 dated 2 April 2025. Available at: <https://sansad.in/getFile/loksabhaquestions/annex/184/AU5127wWSJJ.pdf?source=pqals>

Figure 9: Composition of state commissions (2021–2025)

The CPA, 2019 mandates that the State Consumer Dispute Redressal Commissions have one president and at least four members.

Only Rajasthan and West Bengal had full composition for all five years.

AP, Jharkhand, HP, Goa, Nagaland, Puducherry and Sikkim could not meet the minimum compliance across 5 years.



	Minimum statutory composition					Number of years with full composition (out of 5)
	2021	2022	2023	2024	2025	
Large and mid-sized states						
Rajasthan	✓	✓	✓	✓	✓	5
West Bengal	✓	✓	✓	✓	✓	5
Uttar Pradesh	✓	✓	✓	✓	✗	4
Kerala	✓	✓	✓	✗	✗	3
Odisha	✗	✓	✓	✓	✗	3
Haryana	✗	✗	✓	✓	✓	3
Assam	✗	✓	✓	✗	✗	2
Madhya Pradesh	✗	✓	✓	✗	✗	2
Uttarakhand	✓	✗	✗	✗	✗	1
Andhra Pradesh	✗	✓	✗	✗	✗	1
Jharkhand	✗	✗	✗	✗	✗	0
Small states						
Meghalaya	✓	✓	✗	✗	✗	2
Himachal Pradesh	✗	✗	✗	✗	✗	0
Goa	✗	✗	✗	✗	✗	0
Nagaland	✗	✗	✗	✗	✗	0
Sikkim	✗	✗	✗	✗	✗	0
Union Territories						
Delhi	✗	✓	✓	✓	✗	3
A&N Islands	✓	✓	✗	✗	✗	2
Puducherry	✗	✗	✗	✗	✗	0

Note: States and Union Territories arranged in respective cluster in descending order of compliance. Source: RTI responses from SCDRCs received between April to June, 2025 for the years 2021 to 2024; Lok Sabha Unstarred Question No. 5127, 2025.

Bench formation: Compliance of Section 47(2)

Section 47 (2) of the CPA states that “a Bench may be constituted by the President with one or more members”. In effect, this means that while a single-member bench is disallowed, two members can constitute a bench provided the seniormost member presides over it. The

Bagla Committee, 2000 and the Pasayat Committee, 2017 both have recommended that SCDRCs should increase sanctioned strength of members basis the increasing caseload. In fact, the Pasayat Committee, in 2016, noted “lack of coram” as a significant reason behind ineffective functioning of the consumer commissions.²⁹

As noted earlier, only four SCDRC have sanctioned

29 State Of U.P. Through Principal Secretary v. All U.P. Consumer Protection Bar Association, Civil Appeal No. 2740 of 2007, order dated 21.11.2016. Available at: https://api.sci.gov.in/jonew/courtnc/rop/1999/1033/rop_857954.pdf

more than 4 members. However, from the analysis of 19 SCDRCs who provided data for all five years it appears clearly that most of them are functioning on the minimum in regards to the constitution of a bench.

The minimum statutory mandate that a state commission bench be constituted by the president with at least one member was met by 17 of the 19 SCDRCs,³⁰ in 2021 and 2022. However, with growing vacancies across SCDRCs, in 2025, only eight³¹ state commissions could comply with the statutory mandate. Expanding the analysis to all 35 SCDRCs for 2025—where data from the parliament is available for all commissions—only 16³² complied with the statutory requirement of having a President and at least one member to constitute a bench.

Constitutional Courts on Bench Formation

The issue of minimum requirement for forming a Bench of the State Commission has come up for judicial scrutiny repeatedly since the passing of the 1986 Act. In 1996, the Supreme Court held³³ that two members of a state commission can pass a valid order without the junction of the President. In 2018, shortly, before the 2019 Act replaced the 1986 law, the Rajasthan High Court clarified that “at least, the Chairman and one Member were required”³⁴ to form a bench, relying on Section 16(1)(b)(ii) of the 1986 Act; the same provision has been reproduced

in CPA 2019 except the proviso: “Provided that the senior-most member shall preside over the Bench”. This judgement confirmed by the division bench of the High Court, attained finality as the appeal³⁵ against the same was dismissed by the Supreme Court in 2021.

Both the 1986³⁶ and 2019³⁷ statutes define the word “member” to include the president of the commission as well. Further, section 64 of the CPA, 2019 makes it clear that vacancy among president or member shall not invalidate any proceedings of the state commission. These provisions, in essence, allow two members to adjudicate provided that the senior-most member presides over the Bench.³⁸

Member-only Benches: Taking this view, that a Bench of the State Commission may also be constituted by two members without a president, IJR assessed how many SCDRCs could form such a Bench. Analysis of this information for all 35 state commissions shows that 13 SCDRCs³⁹ had enough members to constitute at least one 2-member bench in 2025, without the president. Arunachal Pradesh, Karnataka, Jharkhand, D&N Haveli and D&D with less than two members and no president each couldn't constitute even a single bench.

7 Staff in state commissions⁴⁰

The presence of adequate staff strength is essential to the smooth functioning of an SCDRC. Across the 20 SCDRCs that provided data, on average, one in five staff positions were vacant. Vacancies ranged from 12.2% in Himachal Pradesh to more than 33% in five⁴¹ states and UTs. Jharkhand recorded the highest staff vacancy with

64% of the total 14 staff posts being vacant. Only six SCDRCs⁴² functioned without any staff vacancy.

Assam with a workload of 532 cases in 2024 had 33% more staff than sanctioned in the SCDRC.

30 Goa and Jharkhand SCDRCs did not have a president in 2021 and hence failed the minimum bench requirement.

31 Delhi, Haryana, Kerala, Meghalaya, Nagaland, Rajasthan, Uttar Pradesh and West Bengal.

32 Bihar, Chandigarh (UT), Chhattisgarh, Delhi, Gujarat, Haryana, Kerala, Lakshadweep (UT), Maharashtra, Meghalaya, Nagaland, Punjab, Rajasthan, Tripura, Uttar Pradesh, and West Bengal.

33 *Gulzari Lal Agarwal vs. The Accounts Officer*, (1996)10SCC59. Available at: [https://indiankanoon.org/doc/335089/#:~:text=%22The%20impugned%20order%20passed%20by,Section%2014\(2A\)%20read%20with](https://indiankanoon.org/doc/335089/#:~:text=%22The%20impugned%20order%20passed%20by,Section%2014(2A)%20read%20with)

34 In *Kamal Travels Kokks International v. The State of Rajasthan*, S.B. Civil Writ Petition No. 18 / 2012, judgement dated 14.03.2018. Available at: <https://indiankanoon.org/doc/76792953/>

35 *State of Rajasthan and Ors. vs. Kamal Travels Kokks International & Ors.*, SLP 4969/2020. Available at: https://api.sci.gov.in/supremecourt/2019/43708/43708_2019_44_11_30486_Order_30-Sep-2021.pdf

36 Section 2(jj), The Consumer Protection Act, 1986.

37 Section 2(27), The Consumer Protection Act 2019.

38 Proviso to Section 47 (2), The Consumer Protection Act 2019 states “Provided that the senior-most member shall preside over the Bench”.

39 Madhya Pradesh, Goa, Mizoram, Sikkim, Puducherry, Andhra Pradesh, Assam, Uttarakhand, Manipur, J&K, Odisha, Telangana and A&N Islands.

40 For the purpose of ranking the states, the staff vacancy data of Rajasthan, Sikkim and Himachal Pradesh pertaining to the year 2024 has been used as the data for the year 2025 was not provided.

41 Delhi (UT), Jharkhand, Puducherry (UT), Rajasthan, and Uttarakhand.

42 Assam, Andhra Pradesh, Kerala, Tamil Nadu, Lakshadweep and Meghalaya.

Sikkim with just 47 cases filed in 2024, had 20 sanctioned posts with 15 staff members in the state commission. Notably, Sikkim SCDRC's actual staff strength is more than the sanctioned strength (14) of Jharkhand SCDRC which had a workload of over 1306 cases in 2024.

There are wide inter-state disparities in sanctioned staff positions. Rajasthan had the highest number of

sanctioned as well as actual staff positions. Maharashtra (51), Andhra Pradesh (31), Madhya Pradesh (36) and Tamil Nadu (31), with large caseloads, have sanctioned only a fraction of posts in comparison to the Rajasthan SCDRC's sanctioned strength of 130 positions.

Calculating Staff Strength: In 2000, the Bagla Committee chaired by the then member of NCDRC, SP Bagla,⁴³ made recommendations on the number and nature of staff required for the efficient functioning of the

Figure 10: Staff Vacancies in State Commissions

In Jharkhand, Puducherry and Delhi 40% or more positions were unfilled.

One in five staff positions remained vacant in 2025.

Only Rajasthan and Sikkim comply with recommendations of Bagla Committee, 2000.

SCDRC staff, 2025			
Large and mid-sized states	Sanctioned	Actual	Vacancy (%; Ranked)
Assam	6	14	-133.3
Andhra Pradesh	31	32	-3.2
Kerala	27	27	0.0
Tamil Nadu	31	31	0.0
West Bengal	35	34	2.9
Karnataka	61	53	13.1
Madhya Pradesh	36	31	13.9
Haryana	45	38	15.6
Maharashtra	51	43	15.7
Uttar Pradesh	81	59	27.2
Bihar	28	20	28.6
Uttarakhand	21	14	33.3
Rajasthan	130	83	36.2
Jharkhand	14	5	64.3
Small states			
Meghalaya	9	9	0.0
Himachal Pradesh	41	36	12.2
Sikkim	20	15	25.0
Union Territories			
Lakshadweep	3	3	0.0
Delhi	53	32	39.6
Puducherry	11	6	45.5
Total	734	585	20.3

Note: States and Union Territories arranged in respective cluster in descending order of women share. Source: RTI responses from SCDRCs received between April to June, 2025.

43 National Consumer Disputes Redressal Commission. *Bagla Committee Report* (2000). Available at: <https://ncdrc.nic.in/baglacommittee.html>; Comptroller and Auditor General of India. *Audit Report (Civil)* for the year ended 31 March 2005. Available at: https://cag.gov.in/uploads/old_reports/state/Karnataka/2005/Civil/civil_chap_3.pdf#:~:text=3,Judgment%20Writer%2C%20Court%20Officer%20and

Consumer Commissions, based on the nature of functions mandated under the then Consumer Protection Act, 1986 for each commission. For SCDRCs, it mandated a total of 38 staff positions including 10 peons, 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.

Implementation of Bagla committee's advice lies in not heeding it except in a handful of states. In 2025, of the 20 SCDRCs that provided data on sanctioned staff strength, Sikkim—with a pendency of just 37 cases—had sanctioned 20 staff positions, five more than the 15 recommended by the Bagla Committee, while Rajasthan, with 3,402 pending cases, had sanctioned 130 staff, double than the recommended strength of 64 positions. In contrast, the remaining 18 SCDRCs fell quite short of the Bagla Committee norms. In other large states such as Tamil Nadu, Haryana, Madhya Pradesh, Uttar Pradesh, and Maharashtra with case pendency⁴⁴ above 5,000, the sanctioned staff ranged from 31 in Tamil Nadu to 81 in

Uttar Pradesh SCDRC—half or even lesser in some cases than the recommended strength.

In 2017, the Supreme court formed a committee⁴⁵ headed by Justice Arijit Pasayat (henceforth referred to as the Pasayat committee) to examine a wide array of concerns related to the performance of 'consumer foras',⁴⁶ such as infrastructure, need for additional benches, president and member vacancies and minimum staff requirements across the National, State and District commissions. The Committee found serious lapses ranging from absence of infrastructure to human resources, frustrating the purpose of creating special bodies for consumer disputes.

While the Committee's full reports have not been made public, the orders of the Supreme Court highlight key findings, which in culmination, provide "an unfortunate reflection of the state of affairs in the consumer fora at the district, state and national level".⁴⁷ It added, "A systemic overhaul of the entire infrastructure is necessary if the Consumer Protection Act, 1986 is not to become a dead letter."

8

Staff vacancies doubled in five years (2021–2025)

Only 10 SCDRCs provided data on sanctioned and actual staff for five years between 2021 to 2025. The disaggregation of staff by rank was requested but was not provided, neither was the break-up between contractual and permanent staff, disallowing analysis of adequacy of the staff that was present as per the Bagla committee recommendations.

Between 2021 and 2025 the total sanctioned strength across 10 SCDRCs increased by 26% from 200 to 252, while average staff vacancy grew 9% to 16.6%.

Uttarakhand, Andhra Pradesh and West Bengal SCDRCs saw a marginal reduction of actual staff strength

Delhi SCDRC recorded the largest increase in sanctioned staff positions, from 16 in 2021 to 53 in 2025, however, 40% of such positions were reported to be vacant in 2025. During this period, Delhi's caseload almost doubled to 5,894, and its case clearance rate jumped from 59% to 117%.

between 2021 to 2025, and recorded an average case clearance rate of less than 100% in this period.

Jharkhand, which recorded the highest average staff vacancy of 65% in its state commission, had 71% of its cases pending for more than 3 years. On the other

44 Total cases pending in the state commission as of January 2026. Available at: <http://e-jagrati.gov.in/>

45 State Of U.P. Through Principal Secretary v. All U.P. Consumer Protection Bar Association, Civil Appeal No. 2740 of 2007, order dated 14.01.2016. Available at: https://api.sci.gov.in/supremecourt/1999/1033/1033_1999_Order_15-Dec-2017.pdf

46 District Consumer Disputes Redressal Commissions or district commissions were called district forums under Section 2(1)(h) of the now repealed Consumer Protection Act, 1986.

47 State Of U.P. Through Principal Secretary v. All U.P. Consumer Protection Bar Association, Civil Appeal No. 2740 of 2007, order dated 21.11.2016, para no. 9. Available at: https://api.sci.gov.in/jonew/courtnc/rop/1999/1033/rop_857954.pdf

hand, Andhra Pradesh had the least share (5%) of cases pending for more than 3 years and one to two staff more than sanctioned, in all years from 2021 to

2025. Concerningly, sanctioned staff positions remained stagnant in half of the 10 SCDRCs.

Figure 11: State Commission Staff Vacancies (2021 - 2025)

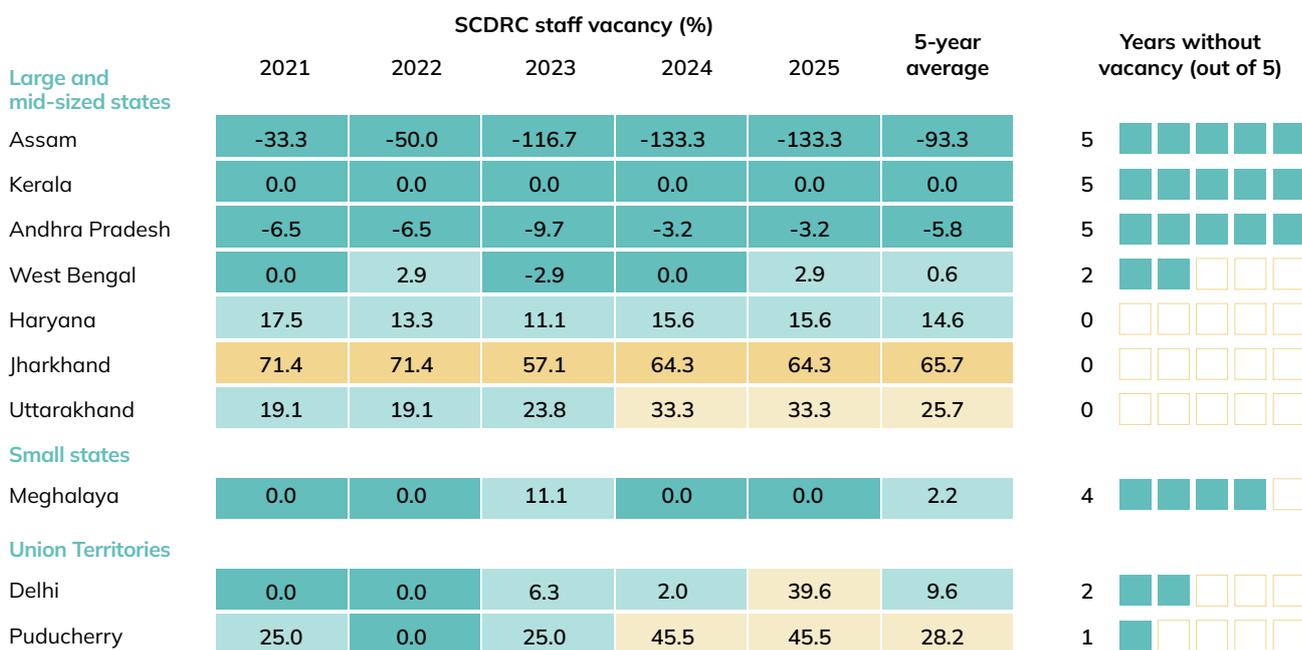
Between 2021 and 2025 the total sanctioned strength across 10 SCDRCs increased by 26%, while average staff vacancy grew from 9% to 16.6%.

Jharkhand SCDRC had the highest average vacancy of 66% over 5 years.

Despite increase in sanctioned staff, vacancies persist.

Vacancy (%)

- 0 or excess
- Up to 25%
- 25% to 50%
- Above 50%



Note: States and Union Territories arranged in respective cluster in descending order of years without vacancy. Source: RTI responses from SCDRCs received between April to June, 2025.

9

SCDRC Staff and gender diversity

Gender-disaggregated staff data provided by 20 SCDRCs for the year 2024⁴⁸ shows that 26% of overall staff were women. But there are variations across states. The SCDRCs of Himachal Pradesh, Sikkim, Goa, and Nagaland together reported 28 women out of a total staff strength of 73, constituting 38.5% as the share of women. Notably, Goa SCDRC—with 8 women among total staff strength of just 14—had

No SCDRC among 13 large and mid-sized states which provided data reached 50% women's share. Karnataka came close with 42%, followed by Kerala and Madhya Pradesh, where one in three staff members were women. West Bengal SCDRC reported one in four staff being a woman.

48 A higher number of SCDRCs provided gender-disaggregated data for the year 2024, than 2025. Hence, for including the maximum number of SCDRCs for ranking women's share data for 2024 is used instead of 2025.

a higher women’s share than larger states like Andhra Pradesh (7 of 32), Tamil Nadu (7 of 31), and Haryana (5 of 38).

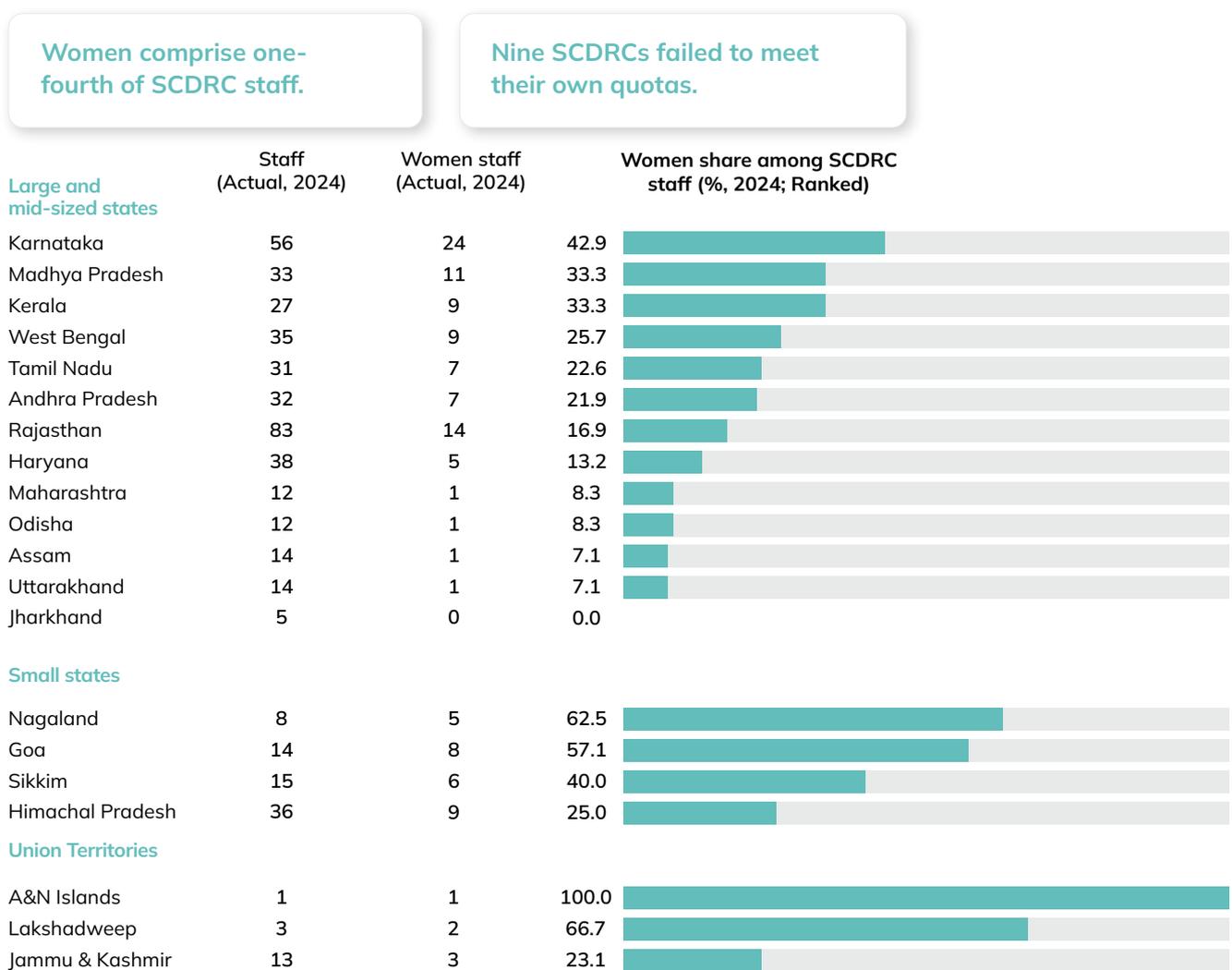
Jharkhand’s state commission had an all-male staff strength of five. The Maharashtra, Odisha, Assam and Uttarakhand SCDRCs all had just one woman on their staff. A&N’s sole staff member was a woman.

Nine⁴⁹ out of the 20 SCDRCs who provided data failed to

meet their own respective women’s reservation quotas. Women constituted as little as 7% of SCDRC staff in Assam and Uttarakhand and 17% in Rajasthan, 22.5% in Tamil Nadu while the women’s quota in these states is between 30% to 33%. Only two large and mid-sized states: Karnataka and Madhya Pradesh complied with their mandated women quota. Jammu and Kashmir SCDRC with 23% women staff met its own quota of 15%.

Figure 12: Women among State Commission Staff

Smaller states show better gender shares



Note: States and Union Territories arranged in respective cluster in descending order of women share. Source: RTI responses from SCDRCs received between April to June, 2025.

49 Andhra Pradesh, Assam, Haryana, Jharkhand, Maharashtra, Odisha, Rajasthan, Tamil Nadu and Uttarakhand.

10 Women’s share in SCDRC staff remains stagnant (2021–2025)

Figure 13: Women Share Among State Commission Staff (2021 - 2025)

The number of total staff employed in these SCDRCs increased from 208 to 215 between 2021 and 2025, the number of women staff remained unchanged at 48.

25 SCDRCs failed to provide women staff numbers for last 5 years.

Only 10 SCDRCs provided gender data for staff from 2021 to 2025.

Jharkhand’s SCDRC reported no woman in staff during the period, while the SCDRCs of Assam, Odisha, and Uttarakhand had only one woman on their staff.

	Women share among SCDRC staff (%)					Women share
	2021	2022	2023	2024	2025	
Large and mid-sized states						
Madhya Pradesh	24.2	33.3	33.3	33.3	35.5	Up to 10%
Kerala	44.0	40.7	40.7	33.3	33.3	25% to 40%
West Bengal	28.6	26.5	22.2	25.7	23.5	10% to 25%
Andhra Pradesh	21.2	21.2	20.6	21.9	21.9	Up to 10%
Haryana	15.2	12.8	12.5	13.2	13.2	Up to 10%
Odisha	8.3	8.3	8.3	8.3	8.3	Up to 10%
Assam	12.5	11.1	7.7	7.1	7.1	Up to 10%
Uttarakhand	5.9	5.9	6.3	7.1	7.1	Up to 10%
Jharkhand	0.0	0.0	0.0	0.0	0.0	Up to 10%
Small states						
Nagaland	50.0	50.0	50.0	62.5	62.5	Above 40%

Note: States arranged in respective cluster in descending order of women share in 2025.
Source: RTI responses from SCDRCs received between April to June, 2025.

11 Nearly 90% cases cleared by SCDRCs and DCDRCs (2020–2024)

Based on data shared in parliament cumulative case clearance rates of each state have been calculated.⁵⁰

Between 2020 and 2024, 88.5% of the total 7.64 lakh cases filed in all 35 state and 685⁵¹ district commissions had been disposed of. Among the 19 large and mid-sized

states, Tamil Nadu, Karnataka, Uttar Pradesh, Madhya Pradesh, Telangana and Chhattisgarh disposed more cases than were filed in their respective commissions during this five-year period.

Maharashtra, ranked 11th, reported the lowest CCR (64.5%) among large and mid-sized states. 91,449 cases

50 Lok Sabha Unstarred Question No. 4320 dated 26 March, 2025. Available at: https://sansad.in/getFile/loksabhaquestions/annex/184/AU4320_PYysyQ.pdf?source=pqals

51 Ibid.

were filed in its state commission (includes four circuit and two regional benches)⁵² and 40 district commissions over five years—the highest in the country—but 32,382 or 65% remained pending.

Among large and mid-sized states, Tamil Nadu recorded

the highest CCR (114%), having cleared 29,585 cases during the five-year duration. Eleven⁵³ states/UTs including Maharashtra, Rajasthan, Haryana, Nagaland, Manipur, and Arunachal Pradesh, recorded CCRs less than 80%. These states and UTs account for almost half of all 7.64 lakh cases filed during this period.

Figure 14: Case Clearance Rate (2020–2024)

Total number of cases disposed by state and district commissions over the last five years exceeded 6.5 lakh.

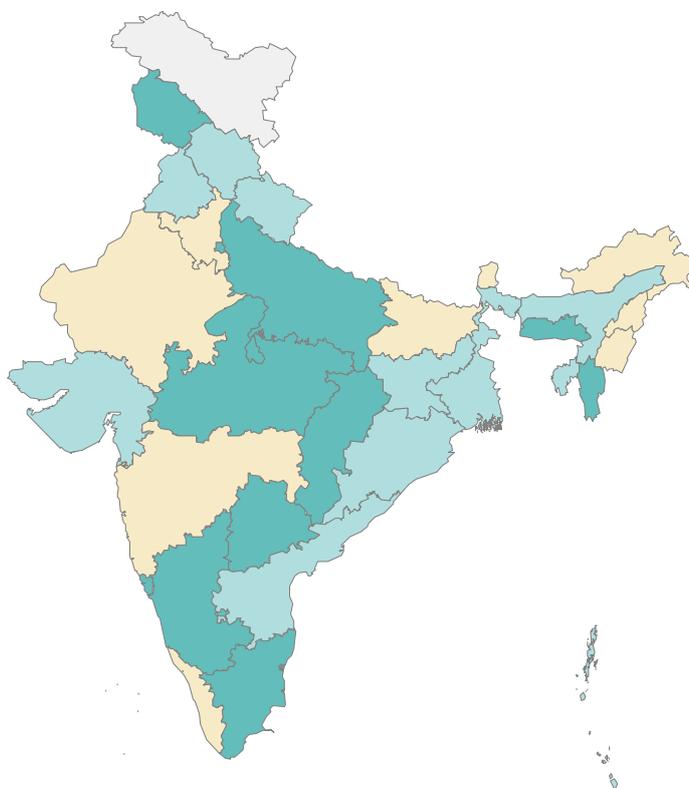
	2020-2024		Case Clearance Rate (%)
	Total cases filed (SCDRC+ DCDRCs)	Total cases disposed (SCDRC+ DCDRCs)	
Large and mid-sized states			
Tamil Nadu	25,825	29,585	114.6
Karnataka	44,917	48,908	108.9
Uttar Pradesh	85,707	90,454	105.5
Madhya Pradesh	68,549	69,652	101.6
Telangana	18,470	18,658	101.0
Chhattisgarh	16,432	16,530	100.6
Odisha	22,102	21,366	96.7
Jharkhand	5,969	5,722	95.9
Punjab	40,300	37,928	94.1
Assam	2,241	2,100	93.7
Andhra Pradesh	12,197	11,309	92.7
Uttarakhand	7,355	6,453	87.7
West Bengal	25,710	22,271	86.6
Gujarat	74,221	62,242	83.9
Rajasthan	65,776	51,824	78.8
Kerala	35,418	27,058	76.4
Bihar	18,251	12,566	68.9
Haryana	57,794	38,454	66.5
Maharashtra	91,449	59,067	64.6
Small states			
Meghalaya	242	328	135.5
Mizoram	322	415	128.9
Goa	1,088	1,103	101.4
Tripura	1,377	1,292	93.8
Himachal Pradesh	8,681	7,826	90.2
Sikkim	122	95	77.9
Manipur	257	190	73.9
Arunachal Pradesh	129	90	69.8
Nagaland	58	33	56.9
Union Territories			
J&K	59	176	298.3
Puducherry	352	376	106.8
Delhi	23,669	24,298	102.7
Chandigarh	9,306	8,509	91.4
A&N Islands	93	82	88.2
Lakshadweep	6	2	33.3
D&N Haveli and D&D	65	2	3.1
Total	7,64,509	6,76,964	88.6

Maharashtra saw the highest filing but lowest CCR

Tamil Nadu recorded the highest CCR

Case Clearance Rate (% , 2020-2024)

- 100 and above
- 80 to 100
- 50 to 80
- Below 50



Note: States and Union Territories arranged in respective cluster in descending value.

Source: Lok Sabha Unstarred Question No. 4320, answered in March, 2025.

52 Circuit benches: Pune, Kolhapur, Nashik and Amravati; Regional benches: Aurangabad and Nagpur.

53 D&N Haveli and D&D (UT), Lakshadweep (UT), Nagaland, Maharashtra, Haryana, Bihar, Arunachal Pradesh, Manipur, Kerala, Sikkim and Rajasthan.

Figure 15: Case Clearance Rate in Consumer Commissions (SCDRCs+DCDRCs; 2020-2024)

Uneven case clearance rates across states has led to increase in pendency.

Post-Covid consumer cases increased in 'medical' and 'insurance' sectors.

SCDRCs' caseload peaked in 2022 at 1.71 lakh.

Case clearance rate
 Below 50%
 50% to 75%
 75% to 100%
 100% and above

State/UT	Case Clearance Rate (%)					Average, 2020-24	Number of years with case clearance rate > 100% (out of 5)
	2020	2021	2022	2023	2024		
Large and mid-sized states							
Tamil Nadu	65	50	143	129	109	115	3
Karnataka	83	113	133	122	92	109	3
Uttar Pradesh	32	91	128	136	118	106	3
Madhya Pradesh	42	52	130	156	153	102	3
Telangana	77	73	124	116	103	101	3
Chhattisgarh	67	62	84	137	161	101	2
Odisha	56	75	126	121	85	97	2
Jharkhand	13	12	114	125	108	96	3
Punjab	63	105	101	122	85	94	3
Assam	59	65	112	93	111	94	2
Andhra Pradesh	57	29	127	116	87	93	2
Uttarakhand	77	81	102	85	91	88	1
West Bengal	46	48	112	120	85	87	2
Gujarat	50	65	110	103	77	84	2
Rajasthan	49	77	78	91	94	79	0
Kerala	54	75	118	79	61	76	1
Bihar	25	30	58	115	87	69	1
Haryana	29	44	75	89	80	67	0
Maharashtra	43	62	74	42	101	65	1
Small states							
Meghalaya	43	65	285	109	71	136	2
Mizoram	236	202	160	83	58	129	3
Goa	65	68	102	177	98	101	2
Tripura	59	68	116	118	71	94	2
Himachal Pradesh	70	79	81	90	113	90	1
Sikkim	200	136	46	81	55	78	2
Manipur	77	60	82	124	42	74	1
Arunachal Pradesh	69	69	86	77	55	70	0
Nagaland	29	14	115	100	20	57	2
Union Territories							
Jammu & Kashmir	NA	NA	NA	21	573	298	1
Puducherry	6	4	122	156	130	107	3
Delhi	59	45	104	149	117	103	3
Chandigarh	57	55	78	149	129	91	2
A&N Islands	58	119	157	25	10	88	2
Lakshadweep	NA	NA	NA	NA	100	33	1
D&N Haveli and D&D	0	0	11	0	0	3	0
Total	49	68	105	108	98	89	

Note: States and Union Territories arranged in respective cluster in descending order of average from 2020 to 2024.
 Source: Lok Sabha Unstarred Question No. 4320, answered in March, 2025.

12

Annual CCRs declined, case pendency increased by 21% (2020–2024)

Despite increasing vacancies, the recent three-year (2022-2024) period saw more cases filed as well as disposed than the three-year period preceding COVID-19 pandemic i.e. 2016 to 2018⁵⁴. The pre- COVID three-year period saw 4.7 lakh filed and 3.8 lakh disposed in the state and district commissions, whereas the post-COVID (2022-2024) period saw 5 Lakh filed (6% higher) and 5.18 disposed (34% higher), showing increased filing and even higher disposal. Between 2016 to 2024, the highest case filing—1.7 lakh—was recorded in 2022 before dropping to 1.6 lakh in 2024, close to the case filing in 2016. The year 2020 saw the least number of cases filed at 1.2 lakh due to the COVID-19 pandemic.⁵⁵

The share of cases marked as 'medical' and 'insurance' out of all consumer cases in the country increased in the post-COVID years, rising from an average of 24% between 2016 and 2019 to 30% between 2021 and 2024.

After a period of inactivity due to Covid-19 pandemic during 2020 and 2021, the annual CCR (cases disposed in a year out of total filed in that year), jumped from 49% in 2020 to 108% in 2023; which came down to 98% in 2024.

CCR rates improved the most in Delhi, Jharkhand, Karnataka, Madhya Pradesh, Puducherry, Punjab, Tamil Nadu, Telangana, and Uttar Pradesh. These states also maintained a CCR of 100% or above for at least three years in the five-year period of 2020 to 2024. Contrastingly, Arunachal Pradesh, D&N Haveli and D&D, Haryana and Rajasthan did not achieve 100% case disposal in any of the five years. Bihar, Maharashtra, Uttarakhand and Kerala could achieve a CCR of over 100% only for one year in the five-year period.

Institution of cases surpassed 2020 levels in all states and UTs except A&N Islands, Uttarakhand, Nagaland, Madhya Pradesh, Chhattisgarh and Chandigarh by the end of the five year period. Similarly, CCRs increased in all

Data collated from Confonet between 2021 and 2024 shows that 2.3 lakh cases marked as 'medical' and 'insurance' were filed in 35 states & UTs, 84% of which were at district commissions. Of these, 83% cases were disposed in this period. In the previous four-year period (2016-2019), 16% less cases were filed under these sectors, out of 1.9 lakh filed, only 76% were disposed.

Figure 16: Share of 'Medical' & 'Insurance' cases pre & post COVID Pandemic

Medical & Insurance cases (%) out of total cases filed (SCDRCs + DCDRCs)



⁵⁴ Press Release, Ministry of Consumer Affairs, Food & Public Distribution, Consumer Disputes Redressal (5 February 2019). Available at: <https://www.pib.gov.in/PressReleasePage.aspx?PRID=1562707®=3&lang=1>

⁵⁵ Consumer cases in district levels drop 26% in 2020, Business Line, 8 December 2021. Available at: <https://www.thehindubusinessline.com/news/consumer-cases-in-district-levels-drop-26-in-2020/article37902841.ece>

states except small states and UTs such as D&N Haveli and D&D, Nagaland, Arunachal Pradesh, Manipur, A&N Island, Sikkim and Mizoram.

Several states and UTs reported high CCRs in specific years; Meghalaya (285% in 2022), Goa (177% in 2023), Madhya Pradesh (156% in 2023–24), and J&K (573% in 2024). These unusually high CCRs could be explained by targeted weeding out of long pending cases. Mizoram and Sikkim were the only states to record CCR exceeding

100% – Mizoram (236%) and Sikkim (200%) – in 2020 followed by a steady year-on-year decline, reaching 58% and 55% in 2024.

As per another parliamentary reply, the total number of pending cases as on 31 December 2019 in all 35 States/UTs stood at 4.27 lakh.⁵⁶ Between 2020 and 2024, the pendency increased by 87,545⁵⁷ to a total of 5.15 lakh cases; an increase of 21%.

13

2025: At Least one in three cases pending for more than three years

Figure 17: 2025: At least one in three cases pending for more than three years

Among 19 SCDRCs that provided data, 35% cases, on average, were pending in SCDRCs for above three years.

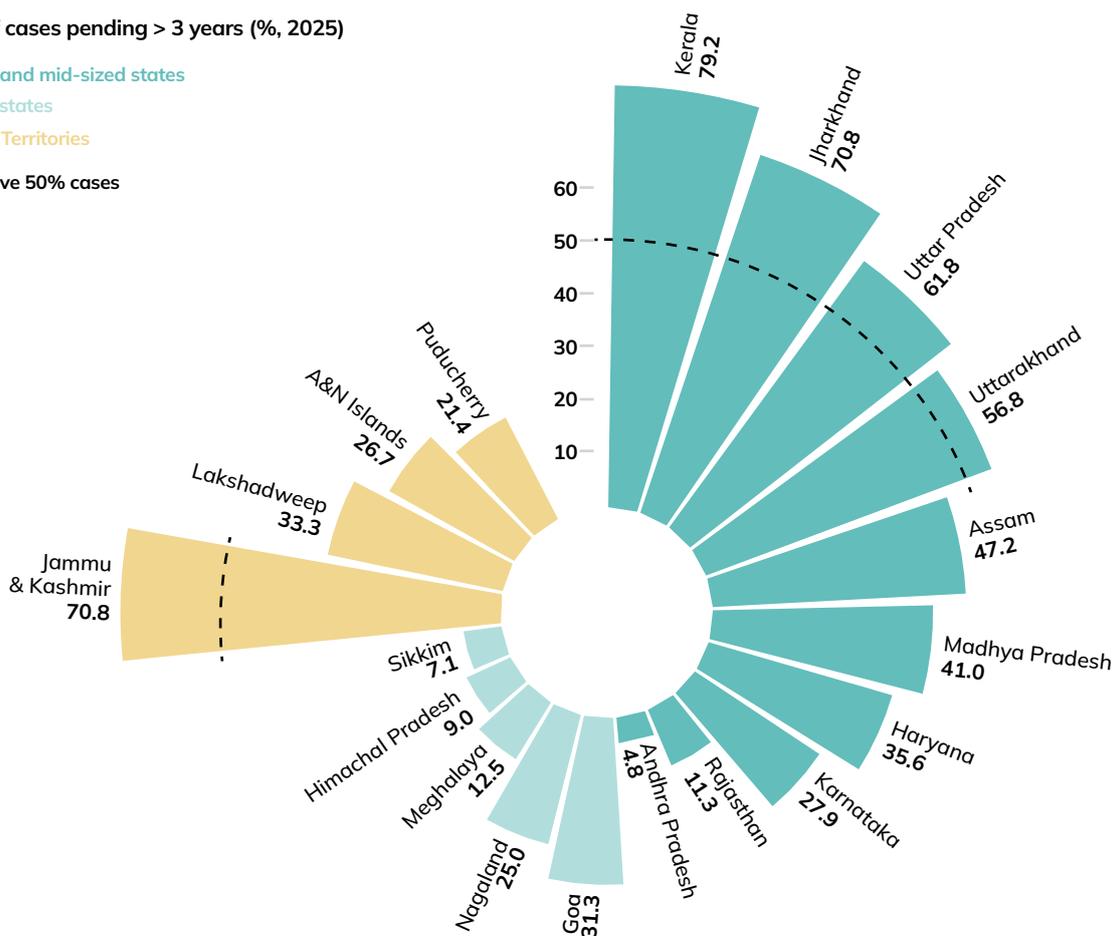
Share of cases pending > 3 years (% , 2025)

■ Large and mid-sized states

■ Small states

■ Union Territories

-- Above 50% cases



Note: States and Union Territories arranged in respective cluster in descending value.
Source: RTI responses from SCDRCs received between April to June, 2025.

⁵⁶ Lok Sabha Unstarred Question No. 1389 dated 4 December 2024. Available at https://drive.google.com/file/d/1sViRqDB7V-bbQp5WltDpvqjL_Pgt8eJH8/view?usp=sharing

⁵⁷ Total cases disposed from 2020 to 2024 i.e. 676,509, subtracted from the 764,509 total cases filed during this period leaves a pendency of 87,545 out of the cases filed in last 5 years.

Section 38(7) of the Consumer Protection Act, 2019 states that “every complaint shall be disposed of as expeditiously as possible and endeavour shall be made to decide the complaint within a period of three months from the date of receipt of notice by opposite party where the complaint does not require analysis or testing of commodities and within five months if it requires analysis or testing of commodities.”⁵⁸ To ensure speedy disposal, the Act further provides that adjournments shall not ordinarily be granted by consumer commissions unless sufficient cause is shown.

In 19 SCDRCs which provided case pendency duration data in response to RTI requests, on average, 35% of cases were pending for above three years. Given the lack of disaggregation in the data reported by the commissions, it is not possible to determine how many cases were disposed of within three months or five months.

In the state commissions of Kerala, Jammu and Kashmir and Jharkhand, more than two in three cases (70 to 80%) were pending for more than 3 years. 60% cases had been

pending for three years or more in Uttar Pradesh SCDRC. Nine large and mid-sized states⁵⁹, accounting for nearly half (46%) of all cases filed over the last five years, did not provide data on long-pending cases in their state commissions, thereby obscuring the true extent of long-term pendency in these major states.

Original suits and Appeals

State commissions have both original and appellate jurisdictions. As per the 2021 Rules, the state commission has “jurisdiction to entertain complaints where the value of the goods or services paid as consideration exceeds fifty lakh but does not exceed two crore rupees.”⁶⁰ Appeals against district commission orders are filed at the State commission, as per Section 41 of CPA 2019.

Analysis of cases filed and disposed between 2010 and 2024 as available on the official portal Confonet⁶¹ (now e-jagriti) by IJR shows that 61% of all state commission cases across the country are ‘first appeals’. Long term pendency in state commissions is a bottleneck impeding the conclusive resolution of consumer disputes.

14

Referrals to Lok Adalat on a sharp decline (2022–2025)

Lok Adalat is a speedy Alternative Dispute Redressal mechanism governed by the Legal Services Authorities Act, 1987, where any case pending before a court, tribunal or a commission such as the Consumer Commission, or a pre-litigation dispute can be adjudicated. It functions as an informal court, bound by the law but giving the parties an option to settle the matter after making preliminary findings on the legal position. Lok Adalats have the potential to effectively reduce pendency and workload of the justice system. For instance, the National Lok Adalat organised in September, 2025 saw a disposal of around 75% of the 81 lakh pending cases taken up.⁶² Lok Adalats

come in various forms, including National Lok Adalats held periodically nationwide, Permanent Lok Adalats established for specific purposes (like public utility disputes), Mega Lok Adalats for mass settlements, Mobile Lok Adalats reaching remote areas, Daily Lok Adalats for continuous access, and Continuous Lok Adalats operating over extended periods. Not limited to a specific subject matter, Lok Adalats can address a wide range of cases, encompassing pre-litigation disputes and pending court cases (civil, criminal, matrimonial, consumer, etc.), and often focus on specific themes during National Lok Adalats (such as consumer disputes or bank recovery cases).

58 The timeline for disposal was first introduced in the Consumer Protection Act, 1986 Act by inserting Section 9 (3A) of the Amendment Act, 2002). Available at: <https://www.indiacode.nic.in/pealedfileopen?filename=A2002-62.pdf>

59 Bihar, Chhattisgarh, Gujarat, Maharashtra, Odisha, Punjab, Tamil Nadu, Telangana, and West Bengal. In addition to these, four small states and three UTs including Delhi, did not provide share of cases pending for more than three years.

60 Rule 4, 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_1732705029.pdf

61 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.

62 Disposal of National Lok Adalat held on 13.09.2025, National Legal Services Authority. Available at: <https://cdnbbsr.s3waas.gov.in/s32e45f93088c7db59767efef516b306aa/uploads/2026/02/20260211279602618.pdf>

In 2022, the Ministry of Consumer Affairs stated that Lok Adalats would be used to clear consumer cases⁶³ however the RTI data suggests otherwise. The analysis of data provided by twenty-two SCDRCs shows that the total number of cases referred to Lok Adalats fell between 2022 and 2025.⁶⁴ In 2022, 1,463 cases had been referred. By 2024 it fell by 70% to 446, and in the first quarter of 2025, only 78 cases had been referred by eight SCDRCs⁶⁵ to Lok Adalats. This drastic reduction could be due to inadequate reporting of cases referred to Lok Adalats.

Nine SCDRCs including Andhra Pradesh and Tamil Nadu did not refer any case to the Lok Adalat between 2022 and 2025. Odisha referred the highest cases (761) but less than one-third were settled. Uttar Pradesh SCDRC referred 334 cases in this period and recorded the highest settlement rate at 80%.

Of the 13 SCDRCs which referred 100 to 400 cases, only three⁶⁶ recorded a settlement rate of more than 50%.

Figure 18: State consumer commission cases settled by Lok Adalat between 2022 and 2025*

Data from 22 SCDRCs for cases referred to and settled in Lok Adalats from 2022 to 2025 (January to March) shows total number of cases referred decreased every year.

Nine SCDRCs, including Andhra Pradesh and Tamil Nadu, have referred no case to the Lok Adalat since 2022.

Decrease in cases referred

Increase in cases referred

Large and mid-sized states	Cases Referred to Lok Adalats by the SCDRCs (2022 to March, 2025)	Cases Settled by Lok Adalats (2022 to March, 2025)	Lok Adalat settlement rate (% 2022 to March 2025)	Change in cases referred to Lok Adalats in 2024 from total referred in 2022
Uttar Pradesh	334	268	80.2	-146
Uttarakhand	137	101	73.7	-21
Madhya Pradesh	379	204	53.8	-87
Jharkhand	115	50	43.5	-11
Rajasthan	191	56	29.3	-46
Odisha	761	223	29.3	-424
Maharashtra	193	53	27.5	-77
West Bengal	477	96	20.1	-10
Haryana	429	75	17.5	-274
Kerala	146	13	8.9	51
Assam	25	2	8.0	25
Andhra Pradesh	0	0		0
Tamil Nadu	0	0		0
Small states				
Goa	25	1	4.0	-1
Himachal Pradesh	0	0		0
Meghalaya	0	0		0
Nagaland	0	0		0
Sikkim	0	0		0
Union Territories				
Jammu & Kashmir	4	3	75.0	4
A&N Islands	0	0		0
Lakshadweep	0	0		0
Puducherry	0	0		0

Note: States and Union Territories arranged in respective cluster in descending order of settlement rate. * January- March 2025 Source: RTI

63 'Centre plans Lok Adalats to dispose of pending cases in consumer commissions', The Economic Times, 8 September 2022. Available at: <https://economictimes.indiatimes.com/news/politics-and-nation/centre-plans-lok-adalats-to-dispose-of-pending-cases-in-consumer-commissions/articleshow/94056038.cms?from=mdr>

64 Data available for the period: January to March 2025

65 West Bengal, Odisha, Madhya Pradesh, Rajasthan, Uttar Pradesh, Jharkhand, Maharashtra and Uttarakhand.

66 Uttar Pradesh, Uttarakhand and Madhya Pradesh; Jammu & Kashmir too records 75% CCR however, it only referred four cases in total between 2022 to 2025 (January to March), in the year 2024.

15

Mediation under-utilised in consumer dispute resolution despite statutory framework

Mediation is a method of dispute resolution whereby an independent external person, the mediator, facilitates parties to a dispute to arrive at a mutually acceptable solution. All commercial and civil disputes are eligible for mediation, whether pending,

or before filing the case, with certain exceptions. For instance, the 2020 Rules⁶⁸ state that medical negligence cases resulting in grievous injury or death, along with other cases of criminal nature, shall not be referred to mediation.

Figure 19: State consumer commission cases settled through mediation (2021 - 2025)

The CPA, 2019 mandates that consumer commissions prepare a panel of mediators and refer cases to mediation where the dispute involves elements amenable to settlement.⁶⁷

Cases referred to mediation: 134, average settlement rate 20%.

Fourteen states did not refer a single case for mediation over the last four years.



Note: States and Union Territories arranged in respective cluster in descending order of disposal rate. Source: RTI responses

67 Sections 37, 74 and 75, The Consumer Protection Act, 2019.

68 Rule 4, The Consumer Protection (Mediation) Rules, 2020. Available at: https://consumeraffairs.gov.in/public/upload/files/Mediation%20Rules_1732703912.pdf

Information received from 21 SCDRCs recorded 163 trained mediators in only 15 state commissions as of 2025. Uttarakhand, Rajasthan, Delhi, Karnataka, Andhra Pradesh, etc. reported no trained mediator. The absence of qualified mediators undermines the objective of simplifying procedures and ensuring speedy dispute resolution that the CPA, 2019 sought to achieve.⁶⁹

RTI data show that only 134 cases were referred to mediation nationwide by nine state commissions out of the 23 which provided mediation case data, with an overall settlement rate of 20.2%. Of these, six large and mid-sized states including West Bengal, Karnataka, Rajasthan and Andhra Pradesh did not refer a single case to mediation over the last four years.

According to the ministry of consumer affairs, *“the main issue resulting in non-satisfactory results in the redressal of cases through mediation is the fee of the mediator”*. In August 2023, the Government of India in a press release acknowledged the issue of mediator fee noting that “parties in dispute are observed to be reluctant in paying the fee of the mediator” and capped the mediators fee for successful mediation to Rs. 3,000 for cases referred by district commission and Rs. 5,000 for the state commission, which is to be paid from the Consumer Welfare Fund corpus.⁷⁰

16

SCDRCs struggling to utilise available funds (FY 2024–25)

Typically, salaries, creation and maintenance of physical and IT infrastructure, and the operational costs of the state and district commissions comprise an SCDRC’s budget. Budget allocation and expenditure data was available for 20 SCDRCs.

In these 20 state commissions, the total allocation stood at Rs 225.58 crore, the highest allocation was recorded by Karnataka at Rs 53.71 crore, followed by Rajasthan at 38.29 crore and Assam at 24.2 crore. The lowest budgets were recorded in Andaman & Nicobar Islands and Sikkim at 1.09 crores each. Among large and mid-sized states, Bihar had the lowest budget at Rs 3.18 crore.⁷¹ Only Andhra Pradesh, Uttarakhand, West Bengal, Kerala and Maharashtra⁷² SCDRCs fully expended their respective allocations.

Tamil Nadu, Meghalaya, Uttar Pradesh, Goa, Haryana and Assam had utilised less than 80%; Assam SCDRC,

with a budget of 24.15 crore had the lowest utilisation at 43%.

Information was also sought from the consumer commissions on the budget allocated and utilised for mediation through the RTI applications. However, none of the SCDRCs provided mediation budget figures.

In 2024–25, Uttar Pradesh, allocated Rs. 17.27 crore. The state had the highest caseload (19,002) in 2023 and the largest number of district commissions(79). In contrast, Karnataka, despite reporting roughly half (10,391) of Uttar Pradesh’s caseload in 2023, allocated Rs. 53.71 in 2024–25. Bihar and Madhya Pradesh, despite having 38 and 48 district commissions respectively, recorded similarly low allocations of Rs. 3.19 crore and Rs. 3.98 crore respectively. Jharkhand fared worst, with a total allocation of just Rs. 72 lakh.

69 Press Release, Ministry of Consumer Affairs, Food & Public Distribution, Consumer Protection Act, 2019 comes into force from today (20 July 2020). Available at: <https://www.pib.gov.in/PressReleasePage.aspx?PRID=1639925®=3&lang=2#:-:text=The%20Minister%20said%20an%20Alternate,appeal%20against%20settlement%20through%20mediation.>

70 Press Release, Ministry of Consumer Affairs, Food & Public Distribution, Consumer Welfare Fund to pay fee of the Mediator in Consumer Complaints (11 August 2023). Available at: <https://www.pib.gov.in/PressReleasePage.aspx?PRID=1947681®=3&lang=2#:-:text=Among%20the%20several%20issues%2C%20the,of%20the%20Consumer%20Welfare%20Fund.>

71 Uttarakhand SCDRC reported an allocation of only 44.5 lakh along with a remark stating that it excludes budget for salary, water and electricity, telephone, etc.

72 Only Maharashtra’s Nagpur Circuit Bench data was provided and the Maharashtra state commission at Mumbai did not provide budget utilisation.

Figure 20: Budget utilisation by the State Commissions

The total allocation for 20 SCDRCs stood at 225 crore, overall utilisation stood at 85%.

Karnataka SCDRC recorded the highest allocation at Rs 53 crore.

Bihar SCDRC had the lowest budget at Rs 3.18 crore.

Budget utilisation

- Below 60%
- 60% to 80%
- 80% to 100%
- 100% and above

	Allocation (₹ crore, 2024-25)	Expenditure (₹ crore, 2024-25)	SCDRC Budget Utilisation (%, 2024-25; Ranked)
Large and mid-sized states			
Uttarakhand	0.4	2.3	512.2
Andhra Pradesh	23	26.3	114.6
West Bengal	4.7	5.1	109.1
Kerala	19.3	20.2	104.6
Maharashtra*	2.2	2.2	100.0
Madhya Pradesh	4	3.9	98.8
Gujarat	4.4	4	90.0
Rajasthan	38.3	33.7	88.1
Bihar	3.2	2.7	84.5
Karnataka	53.7	44.7	83.3
Tamil Nadu	3.9	3	77.5
Uttar Pradesh	17.3	11.4	65.9
Haryana	6.8	4	59.2
Assam	24.2	10.5	43.3
Small states			
Sikkim	1.1	1	89.8
Himachal Pradesh	3.3	2.9	88.5
Meghalaya	2.1	1.5	73.6
Goa	5.4	3.5	64.6
Union Territories			
A&N Islands	1.1	1.1	99.7
Delhi	7.6	6.8	90.0

The following states did not provide either or both sets of data. Large and mid-sized states (5): Chhattisgarh, Jharkhand, Odisha, Punjab and Telangana. Small states (5): Arunachal Pradesh, Manipur, Mizoram, Nagaland and Tripura. Union Territories (5): Chandigarh, D&N Haveli and D&D, Jammu & Kashmir, Lakshadweep and Puducherry.

* Maharashtra has 6 Circuit/ Regional Benches of the State Commission in addition to the State Commission in Mumbai. Out of these, only Circuit Bench, Nagpur provided budget utilisation data in RTI responses.

Note: States and Union Territories arranged in respective cluster in descending order of budget utilisation.

Source: RTI responses from SCDRCs received between April to June, 2025.

17

SCDRCs: Budgets grow by 52% (2021–22 to 2024–25)

Data provided by 21 SCDRCs shows that the total budget allocation increased by 52% to Rs 201.93 crore between 2021–22 and 2024–25.

During this period, the SCDRCs of Karnataka and Rajasthan reported the highest cumulative allocation of Rs 172.72 crores and Rs 149.19 crores respectively.

Goa's total allocation of Rs 17.4 crore, for a state with 1.5 million people, exceeds those of several large and mid-sized states including Madhya Pradesh, Gujarat, Tamil Nadu. Notably, West Bengal, whose capital city Kolkata has a population several times larger than Goa, allocated Rs. 8.9 crore over this period⁷³.

73 See Goa and West Bengal SCDRC's RTI reply in Annexures.

Only two SCDRCs – Madhya Pradesh and Jharkhand—reported a reduction in budget allocation. While Madhya Pradesh SCDRC’s budget reduced marginally by 8% during this period, Jharkhand, which also recorded the highest average staff vacancy of 66% from 2021 to 2025, showed a substantial reduction of 47% in its 2024–25 budget. During this period, total cases filed doubled to 1306 in Jharkhand⁷⁴.

Among large and mid-sized states, West Bengal recorded the highest budget growth from Rs 1.23

crore in 2021–22 to Rs 4.67 crore in 2024–25. Haryana followed with an increase of 116% to Rs 6.78 crore and Andhra Pradesh rose by 106% to Rs 22.97 crore during this period.

Delhi’s allocation increased by 132% to Rs. 7.55 crore in 2024–25, alongside a 97% rise in cases filed—from 2020 to 5,894 cases in 2024. In contrast, Tamil Nadu witnessed a sharp surge in caseload, from 2,000 cases in 2020 to 7,141 cases in 2024, its allocation rose marginally, from Rs. 2.45 crore in 2021–22 to Rs. 3.9 crore in 2024–25.

Figure 21: Budgets for State Consumer Commissions (2021-22 to 2024-25)

Total allocated budget for 21 SDCRCs was Rs 686.38 Cr.

Only Madhya Pradesh and Jharkhand SCDRCs reported a reduction in budget allocation.

West Bengal allocated only Rs 9 crore, half of Goa’s allocation.

	Allocation (₹ crore)				Total of 4 years
	2021-22	2022-23	2023-24	2024-25	
Large and mid-sized states					
Karnataka	32.4	40.0	46.6	53.7	172.7
Rajasthan	30.7	38.0	42.2	38.3	149.2
Kerala	19.3	20.3	19.2	19.3	78.1
Andhra Pradesh	11.2	13.1	21.7	23.0	68.9
Uttar Pradesh	10.3	12.0	14.0	17.3	53.6
Haryana	3.1	4.0	5.6	6.8	19.5
Madhya Pradesh	4.3	4.5	4.4	4.0	17.2
Gujarat	3.4	4.6	4.8	4.4	17.1
Tamil Nadu	2.5	4.2	3.4	3.9	13.9
West Bengal	1.2	1.7	1.4	4.7	9.0
Maharashtra*	1.5	1.8	2.9	2.2	8.4
Jharkhand	1.4	1.2	1.4	0.7	4.7
Uttarakhand	0.4	0.6	0.9	0.5	2.4
Small states					
Goa	3.4	3.3	5.3	5.4	17.4
Himachal Pradesh	2.1	2.8	2.9	3.3	11.1
Meghalaya	0.8	2.7	2.7	2.1	8.4
Sikkim	0.7	1.0	1.0	1.1	3.8
Nagaland	0.5	0.9	1.3	1.0	3.7
Union Territories					
Delhi	3.3	3.5	4.8	7.6	19.1
Puducherry	0.4	1.0	1.9	1.7	5.0
A&N Islands	0.3	0.8	1.1	1.1	3.3
Total (of 21 states/UTs)	133.2	161.9	189.3	201.9	686.4

* Maharashtra has 6 Circuit/Regional Benches of the State Commission in addition to the State Commission in Mumbai. Out of these, only Circuit Bench, Nagpur provided budget utilisation data in RTI responses.

Note: States and Union Territories arranged in respective cluster in descending order of total budget allocation.

Source: RTI responses from SCDRCs received between April to June, 2025.

74 659 total cases filed in 2021 in Jharkhand’s state and district commissions, which increased to 1306 in 2024.

18

Seven states reported 23 regional/circuit benches (2025)

To enhance access to consumers the CPA, 2019 allows for the formation of additional benches⁷⁵ of the state commission other than the principal bench at the state capital. So far, only seven⁷⁶ states have created 23 additional benches which are either known as circuit benches or regional benches. The presence of regional benches enables consumers to both appeal against district commission orders as well as directly approach the state commission's regional bench where the pecuniary threshold is met.

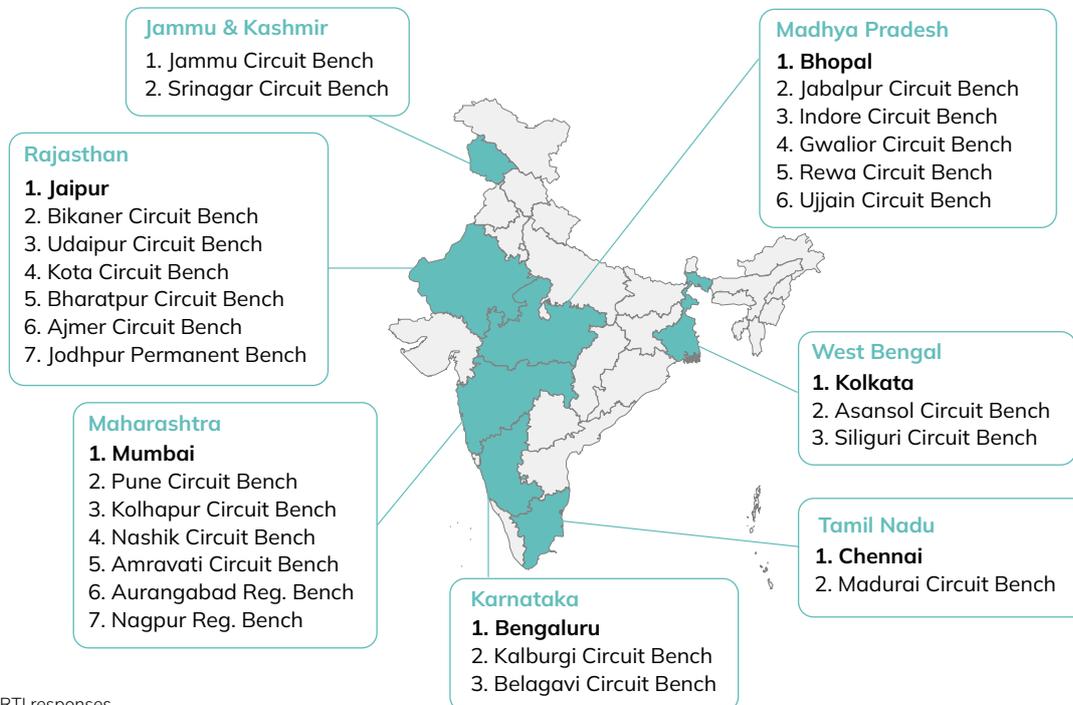
Maharashtra and Rajasthan state commissions had the most additional benches, six each. While Maharashtra did not share data, Rajasthan's state commission reported only 11% cases pending for more than 3 years in 2025, second lowest after Andhra Pradesh, among large and mid-sized states.

Data on cases filed since inception on the government dashboard shows that 33% of all cases filed at the state commission level in Rajasthan were filed in its six additional benches⁷⁷. In Maharashtra, the six additional benches accounted for almost half of all cases⁷⁸ filed at the state commission level.

On the other hand, large states such as Madhya Pradesh and Uttar Pradesh which provided long pendency data in response to RTI applications and did not have circuit/regional state commission benches had 40% to 62% cases pending for more than 3 years in their state commissions in 2025. This reflects the impact of additional state commission benches for states with large territories and populations.

Figure 22: State Commission Regional/Circuit Benches (2025)

Maharashtra and Rajasthan state commissions had six regional or circuit benches each.



Source: RTI responses

75 Section 42 of the Consumer Protection Act, 2019 reads as under:
 "42. Establishment of State Consumer Disputes Redressal Commission.....(2)The State Commission shall ordinarily function at the State capital and perform its functions at such other places as the State Government may in consultation with the State Commission notify in the Official Gazette: Provided that the State Government may, by notification, establish regional benches of the State Commission, at such places, as it deems fit....."
 76 Jammu & Kashmir (1), Karnataka (2), Madhya Pradesh (5), Maharashtra (6), Rajasthan (6), Tamil Nadu (1) and West Bengal (1).
 77 e-Jagruti dashboard shows a total of 13,644 cases were filed in the six circuit/regional benches since inception whereas 28,113 were filed in the state commission at Jaipur. Available at: <https://e-jagruti.gov.in/> [accessed on 14 February 2026]
 78 e-Jagruti dashboard shows a total of 41,421 cases were filed in the six circuit/regional benches since inception whereas 43,432 were filed in the state commission at Mumbai. Available at: <https://e-jagruti.gov.in/> [accessed on 14 February 2026]

19

Only 685 district commissions for 775 districts (2025)

Figure 23: District Commissions and President - Member Vacancies (2025)

Consumer Protection Act, 2019 mandates at least one district commission in each district.⁷⁹

32% DCDRCs reported not having a president.

Vacancy among member posts stood at 39%.

	Vacancy				Share of districts with DCDRCs											
	No vacancy		Up to 20%		20% to 50%		Above 50%		100% and more		80% to 100%		50% to 80%		Below 50%	
	DCDRC President, 2025		DCDRC member, 2025		Vacancy (%), 2025		No. of District Commissions (2025)		Total Districts* (2025)		Percentage of Districts with DCDRCs (2025)					
	Sanctioned	Actual	Sanctioned	Actual	President	Member										
Large and mid-sized states																
Andhra Pradesh	17	16	34	33	5.9	2.9	17	26	65.4							
Assam	23	20	46	44	13.0	4.4	23	35	65.7							
Bihar	38	17	76	36	55.3	52.6	38	38	100.0							
Chhattisgarh	17	10	54	37	41.2	31.5	27	33	81.8							
Gujarat	38	14	76	30	63.2	60.5	43	33	130.3							
Haryana	22	20	44	38	9.1	13.6	22	22	100.0							
Jharkhand	24	18	48	35	25.0	27.1	24	24	100.0							
Karnataka	33	19	66	54	42.4	18.2	33	31	106.5							
Kerala	14	9	28	2	35.7	92.9	14	14	100.0							
Madhya Pradesh	25	20	102	70	20.0	31.4	48	55	87.3							
Maharashtra	40	30	80	56	25.0	30.0	40	36	111.1							
Odisha	31	14	62	18	54.8	71.0	30	30	100.0							
Punjab	23	18	46	32	21.7	30.4	23	23	100.0							
Rajasthan	37	26	74	32	29.7	56.8	37	41	90.2							
Tamilnadu	30	27	64	48	10.0	25.0	32	38	84.2							
Telangana	12	9	24	21	25.0	12.5	12	33	36.4							
Uttar Pradesh	79	44	158	81	44.3	48.7	79	75	105.3							
Uttarakhand	13	4	26	25	69.2	3.9	13	13	100.0							
West Bengal	26	9	52	36	65.4	30.8	23	23	100.0							
Small states																
Arunachal Pradesh	25	25	50	9	0.0	82.0	25	27	92.6							
Goa	2	2	4	4	0.0	0.0	2	2	100.0							
Himachal Pradesh	4	4	24	7	0.0	70.8	12	12	100.0							
Manipur	3	3	6	0	0.0	100.0	3	16	18.8							
Meghalaya	7	7	14	13	0.0	7.1	7	12	58.3							
Mizoram	11	11	22	18	0.0	18.2	11	11	100.0							
Nagaland	16	16	32	22	0.0	31.3	11	17	64.7							
Sikkim	6	6	12	6	0.0	50.0	6	6	100.0							
Tripura	4	3	8	8	25.0	0.0	4	8	50.0							
Union Territories																
A&N Islands	1	1	2	0	0.0	100.0	1	3	33.3							
Chandigarh	2	2	4	3	0.0	25.0	2	1	200.0							
D&N Haveli and D&D	1	0	2	1	100.0	50.0	1	3	33.3							
Delhi	10	9	20	16	10.0	20.0	10	11	90.9							
Jammu & Kashmir	10	4	20	10	60.0	50.0	10	20	50.0							
Lakshadweep	1	1	2	2	0.0	0.0	1	1	100.0							
Puducherry	1	1	2	2	0.0	0.0	1	2	50.0							
Total	646	439	1384	849	32.0	38.7	685	775	88.4							

Note: States and Union Territories arranged in respective cluster in alphabetical order. Source: Lok Sabha Unstarred Question No. 4320 dated 26 March 2025 for number of district commissions; Lok Sabha Unstarred Question No. 5127 dated 2 April 2025 for vacancies.

⁷⁹ Section 28, The Consumer Protection Act, 2019 and Section 9, The Consumer Protection Act, 1986.

In ranking states on consumer commissions, the IJR covers three indicators relating to district commissions. These are: DCDRC per district, vacancy among presidents, and vacancy among members.

Overall, district commissions fared better than state commissions but remained significantly short of the statutory mandate on capacity. Of the 646 total sanctioned president positions for a total of 685⁸⁰ district commissions, 207 (32%) were vacant.⁸¹ Member vacancies were higher at 38.6%, with 535 of the 1,384 sanctioned member positions lying unfilled nationwide.

RTI responses on district commission vacancies yielded more data gaps than answers and hence the total sanctioned and appointed presidents and members for each state/UT were taken from a parliamentary reply as reported for all 35 states/UTs, and the state/UT-wise number of district commissions was taken from a separate parliamentary reply.

Madhya Pradesh reported only 25 sanctioned president positions for its 48 DCDRCs serving the state's 55 districts. Among these five posts of president were vacant, and one-third of all member positions were vacant as well.

Jammu & Kashmir had only 10 commissions for its 20 districts and only 4 of them had a president and 10 of total 20 member positions were vacant too, indicating that around half its commissions did not have enough to form a bench as per the CPA 2019.

Uttar Pradesh reported four commissions more than the total districts (75) and all 79 commissions had a sanctioned president position. However, it reported the highest number of president vacancies, with 35 of its 79 sanctioned posts vacant. Nearly half (49%) of its 158 sanctioned member positions were also unfilled.

Only 8 small states⁸² and 4 UTs⁸³ had all their district commission presidents appointed, notably no large and mid-sized state reported filling all positions of presidents. Among small states, the sole vacant position of the total

4 sanctioned president positions, was recorded in Tripura.

Large and mid-sized states recorded high president vacancies - nine⁸⁴ out of total 19 had up to 25% president posts vacant; Rajasthan, Kerala, Chhattisgarh, Karnataka and Uttar Pradesh reported between 25% to 50% and Odisha, Bihar, Gujarat, West Bengal and Uttarakhand reported between 50% to 70%.

Overall, 12⁸⁵ of 35 states and UTs had half or more member positions unfilled. Manipur and Andaman & Nicobar Islands had all presidents appointed while having all member positions vacant. Kerala reported an alarmingly high member vacancy with only 2 of its 28 district commission member positions being filled in 2025.

Odisha, Gujarat and Bihar had more than half of its positions unfilled among both the presidents and members.

Five states reported lesser sanctioned president positions than the number of district commissions including Chhattisgarh which 17 presidents sanctioned and only 10 appointed, for its 27 commissions.⁸⁶

Four states and a UT⁸⁷, reported a higher number of commissions than districts but reported up to 60% vacant positions among presidents and members. Gujarat, among these, reported over 60% vacancy for both positions in its 43 district commissions.

Seventeen state/UTs⁸⁸ reported lesser commissions than districts. Among them, 18% of the total sanctioned president posts remained vacant and 34% of the member positions were reported vacant. Overall vacancies, however, remained much lower than those with more commissions than districts.

Among the states and UTs with lesser coverage, Telangana reports concerning data having only 12 commissions for its 33 districts along with Manipur which had only 3 for its 16 districts.

80 Lok Sabha Unstarred Question No. 4320 dated 26 March 2025. Available at: https://sansad.in/getFile/loksabhaquestions/annex/184/AU4320_PYysyQ.pdf?source=pqals

81 Lok Sabha Unstarred Question No. 5127 dated 2 April 2025. Answered at: https://sansad.in/getFile/loksabhaquestions/annex/184/AU5127_wWSjji.pdf?source=pqals

82 Himachal Pradesh, Mizoram, Sikkim, Goa, Arunachal Pradesh, Nagaland, Meghalaya and Manipur.

83 Chandigarh, Lakshadweep, Puducherry, and Andaman & Nicobar Island.

84 Andhra Pradesh, Haryana, Tamil Nadu, Assam, Madhya Pradesh, Punjab, Maharashtra, Jharkhand and Telangana.

85 J&K (UT), D&N Haveli and D&D (UT), Sikkim, Bihar, Rajasthan, Gujarat, Himachal Pradesh, Odisha, Arunachal Pradesh, Kerala, A&N Island (UT) and Manipur.

86 Other four are Madhya Pradesh (25 for 48 commissions), Tamil Nadu (30 for 32 commissions), Gujarat (38 for 43 commissions) and Himachal Pradesh (4 for 12 commissions).

87 Chandigarh (UT), Gujarat, Maharashtra, Karnataka and Uttar Pradesh.

88 Arunachal Pradesh, Delhi (UT), Rajasthan, Madhya Pradesh, Tamil Nadu, Chhattisgarh, Assam, Andhra Pradesh, Nagaland, Meghalaya, Puducherry (UT), Tripura, J&K (UT), Telangana, D&N Haveli and D&D (UT), A&N Island (UT) and Manipur.

District Commissions in Capital Cities

District Commissions: Pushing Expectations

Cluster I: Metropolitan cities



Mumbai

2021 to 2025: All four DCDRCs in Mumbai had a **president for five years**. All member posts were not filled in any year.



Delhi

Case pendency: In 2025, in DCDRCs of 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.



Kolkata

All four DCDRCs had met the mandate for **women's representation**.



Chennai

Both DCDRCs had a **president and all members** for four of the five years.



Bengaluru

All women commission: In 2024 and 2025, Bengaluru Urban II Additional DCDRC had women in president and members' posts.

96.4% to 50%: Fall in CCR in three Bengaluru DCDRCs between 2022 and 2024.

Cluster II: Lower-tiered capital cities

The Gandhinagar and Srinagar DCDRCs have **never appointed a president**.

DCDRCs with more than 100% CCR: Patna, North Goa, Shimla, Srinagar, Bhopal-II, Puducherry, SAS Nagar Mohali, Jaipur-I, Lucknow-II.

The Gurugram DCDRC reported the **highest number of cases** filed between 2022 and 2024.

Andaman and Nicobar, Shillong, and North Goa: DCDRCs that appointed **at least one woman president** between 2021 and 2025.

0% vacancy: Only the Thiruvananthapuram DCDRC reported filling president, member and staff vacancies for all years between 2021 and 2025.

100% fund utilisation: Only three DCDRCs—Vijayawada, Gurugram, Shimla—used all their budget funds.

Introduction

This section analyses 51 District Consumer Disputes Redressal Commissions (DCDRCs) in states and Union Territories for which RTI data was available.

DCDRCs are the first point of contact for consumers. They have jurisdiction to entertain complaints where the value of the goods or services paid does not exceed Rs 50 lakh. A DCDRC offers services to address immediate grievances. More than 60,000 cases¹ were filed between 2022 and 2024 across 51 district commissions², of which 82% were cleared.

The 51 cities have not been ranked, unlike the states in the previous section. The analysis here for both categories of DCDRCs includes vacancies in the commissions and staff, gender representation in the commissions and staff, caseload and pendency, and budgets for the specified time periods.

Based on estimates, India's cities occupy barely 3% of the land, but their contribution to GDP is around 60%.³ However, it is the large metro cities which include Mumbai, Delhi, Kolkata, Chennai, Bengaluru, Hyderabad and Pune that contribute the lion's share to the nation's GDP.

Mumbai, Delhi, Kolkata, Chennai and Bengaluru are the five most populated cities.⁴ Together, they contain 6% of India's population. Furthermore, all five cities are among the 30 most inhabited on the planet and estimated to

remain so as far as 2050. For example, Mumbai is the most densely populated city on the planet with 27,000 people per square kilometre.⁵

Beyond the five metros, more than 90% of consumer growth is expected to take place in Tier II and Tier III cities. In less than a decade, India is estimated to have 499 consumer cities where 75% of the population spends \$13 per day or more.⁶ This consumer growth is only expected to rise compared to other cities in Europe and the US. Only China, which has 190 cities with more than 500,000 consumers, is expected to have more cities than India in the future.⁷

The analysis is based on RTI responses received from DCDRCs on questions pertaining to vacancy, caseload, gender diversity, and budget. The analysis has split the 51 DCDRCs in two clusters:

- a. 23 district commissions in five metropolitan cities of Mumbai, Delhi, Kolkata, Chennai and Bengaluru, and
- b. 28 district commissions in other lower tiered capital cities. Where data was not available for the capital city's DCDRC, the DCDRC with the highest caseload has been considered for this analysis (Figure 24).

1 RTI data from 2022 to 2024 received from 51 cities.

2 No data or incomplete data on caseload was provided by four DCDRCs: Gandhinagar, Bengaluru Rural & Bengaluru Urban 1st Additional, Bengaluru Urban IV Additional, and Bhopal-I.

3 Cities as Engines of Growth, (NITI Aayog/Asian Development Bank); Available at : https://www.niti.gov.in/sites/default/files/2022-05/Mod_CEOG_Executive_Summary_18052022.pdf#page=19 (May 2022).

4 Lok Sabha Unstarred Question No. 4450: Available at <https://sansad.in/getFile/loksabhaquestions/annex/10/AU4450.pdf?source=pqals> (14 December 2016).

5 World Urbanization Prospects 2025: Summary of Results, United Nations. Available at https://population.un.org/wup/assets/Publications/undesa_pd_2025_wup2025_summary_of_results_final.pdf#page=107

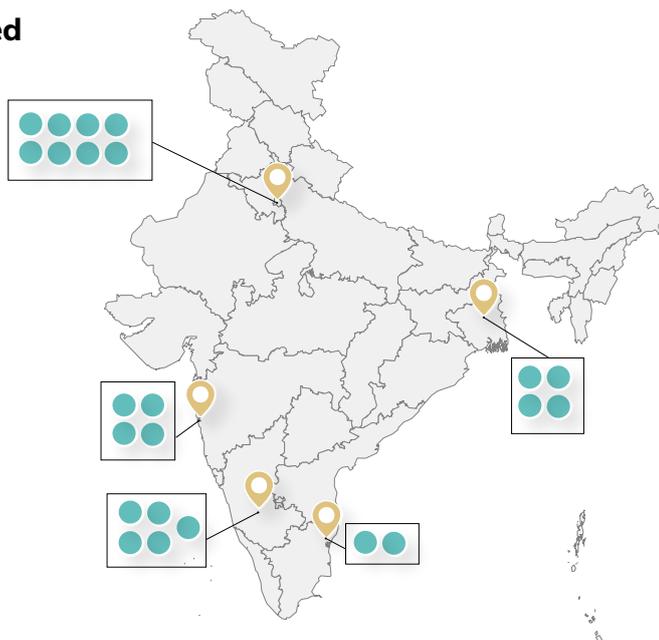
6 Anna Kiknadze, World Data Lab; Available at: <https://www.weforum.org/stories/2026/02/massive-urban-shift-in-india-consumer-growth-decentralizing/> (11 February 2026).

7 Ibid⁶.

Figure 24: District Commissions Covered

**Cluster I: Metropolitan cities
(5 cities, 23 commissions)**

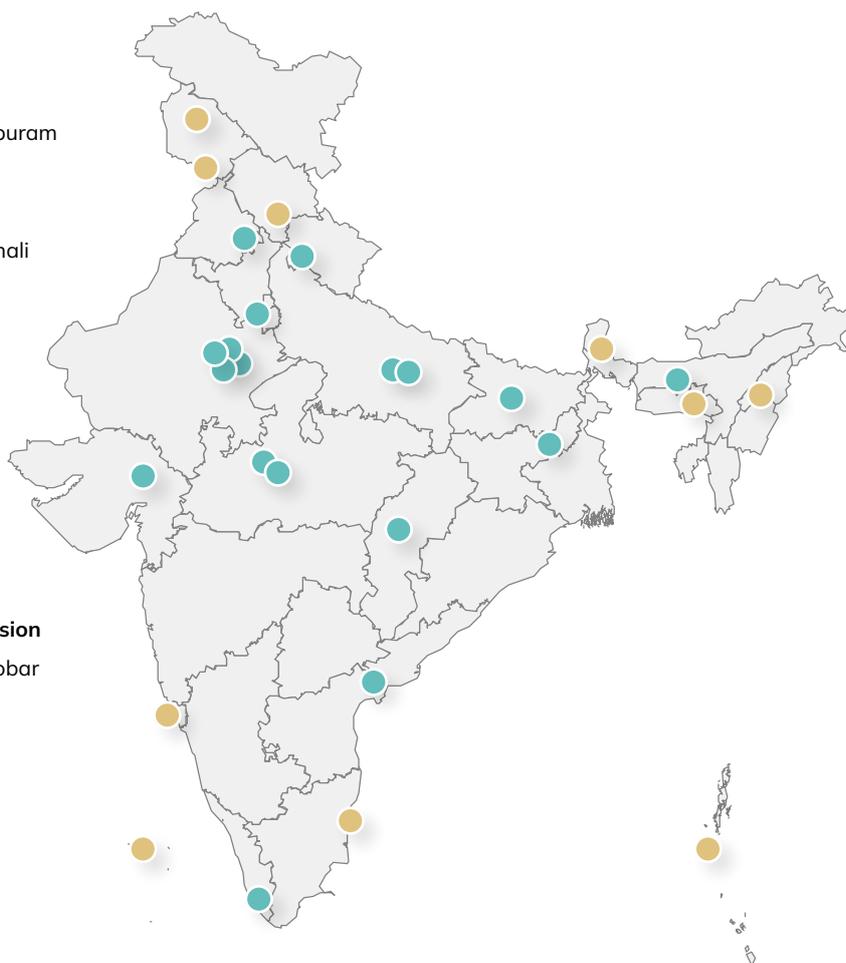
- Mumbai (4)
- Delhi (8)
- Kolkata (4)
- Chennai (2)
- Bengaluru (5)



**Cluster II: Lower-tiered capital cities
(23 cities, 28 commissions)**

Large and mid-sized states

S. No.	State	District Commission
1	Andhra Pradesh	Vijayawada
2	Assam	Kamrup
3	Bihar	Patna
4	Chhattisgarh	Durg
5	Gujarat	Gandhinagar
6	Haryana	Gurugram
7	Jharkhand	Dhanbad
8	Kerala	Thiruvananthapuram
9	Madhya Pradesh	Bhopal – 1
10	Madhya Pradesh	Bhopal – 2
11	Punjab	SAS Nagar Mohali
12	Rajasthan	Jaipur-I
13	Rajasthan	Jaipur-II
14	Rajasthan	Jaipur-III
15	Rajasthan	Jaipur-IV
16	Uttar Pradesh	Lucknow-I
17	Uttar Pradesh	Lucknow-II
18	Uttarakhand	Haridwar



Small states and Union Territories

S. No.	State	District Commission
19	A&N Islands	Andaman & Nicobar
20	Goa	North Goa
21	Himachal Pradesh	Shimla
22	Jammu & Kashmir	Jammu
23	Jammu & Kashmir	Srinagar
24	Lakshadweep	Kavaratti
25	Meghalaya	Shillong
26	Nagaland	Kohima
27	Puducherry	Puducherry
28	Sikkim	Gangtok

Arunachal Pradesh, Chandigarh, DNH&DD, Manipur, Mizoram, Odisha, Tripura and Telangana did not respond to the RTI inquiries for their district commissions.

Mumbai

No. of DCDRCs: 4

Data received: 4

Budget (2021–22 to 2024–25): **Rs 28.6 crore**

Budget utilisation: **69%**

Of the recognised megacities⁸ – Mumbai, Delhi and Kolkata – in India, Mumbai is the largest in terms of population. Data was received from all four district commissions in Mumbai.

Vacancies: President posts filled but members vacancies fluctuate

Each DCDRC must have one president and at least two members.⁹ All four DCDRCs had a president for five years, between 2021 and 2025. But the vacancy among member posts fluctuated. No individual year reported all four DCDRCs having filled all member posts.

Mumbai Suburban Additional was the only DCDRC that had member vacancy every year. In 2023, 2024 and 2025 it had not filled both its member vacancies. Mumbai Suburban and Central Mumbai performed better: both DCDRCs had a full complement of members in two out of the five years for which data was provided. The South Mumbai DCDRC had no vacancy among president and

member posts in 2023. In 2025, three of the four DCDRCs in Mumbai had only one member appointed.

Staff vacancy

During the five-year period, none of the four district commissions reported an individual year with full occupancy of staff posts. In Central Mumbai DCDRC, which had 12 sanctioned posts, the vacancies fell from one-third in 2021 to one in twelve by 2025. However, in South Mumbai, which had as many sanctioned posts as Central Mumbai, vacancies increased from four to six unfilled positions. The average vacancy remained at 33% for the 45 sanctioned posts in all four DCDRCs, between 2021 and 2025.

Mumbai Suburban and Mumbai Suburban Additional had never sanctioned a post for data management staff in five years, while Central and South had one data staff member for all years.

Gender representation skewed

Each DCDRC must have at least one woman, either as president or a member.¹⁰ RTI data for Mumbai's four district commissions shows individual DCDRCs met the compliance norm in individual years. For example, South Mumbai and Mumbai Suburban had a woman president or member or both in all five years. An exception was 2023, where all four DCDRCs had a woman president and four of the five members were women.

Figure 25-A: Mumbai District Commissions' Staff (2021-2025)

District Commissions	Staff, actual					Staff vacancy (%)				
	2021	2022	2023	2024	2025	2021	2022	2023	2024	2025
Central Mumbai	8 [4]	11 [6]	10 [5]	11 [8]	11 [7]	33.3	8.3	16.7	8.3	8.3
Mumbai Suburban	8	7	8	9	7	27.3	36.4	27.3	18.2	36.4
Mumbai Suburban Additional	6	6	7	6	6	40.0	40.0	30.0	40.0	40.0
South Mumbai	9 [5]	7 [4]	11 [5]	10 [5]	6 [4]	25.0	41.7	8.3	16.7	50.0

Note: Women staff, as reported, in brackets.

Source: RTI responses received between April to June, 2025.

⁸ A Census of India 2011 Mumbai Town Directory defines mega cities as having a population of more than 10 million. Available at: <https://share.google/921sLU73r7CblMaLx>, pg. 25.

⁹ Section 28 (2), Consumer Protection Act, 2019. Available at https://consumeraffairs.gov.in/public/upload/files/CP Act 2019_1732700731.pdf#page=16

¹⁰ Section 4 (3), Consumer Protection Act, 2019; Available at: https://consumeraffairs.gov.in/public/upload/files/SCDRC-DCDRC Rules_1732703388.pdf#page=5

Figure 25-B: Mumbai District Commissions' Presidents and Members (2021-2025)

District Commissions	President						Members					
	Sanctioned	Actual					Sanctioned	Actual				
		2021	2022	2023	2024	2025		2021	2022	2023	2024	2025
Central Mumbai	1	1	[1]	[1]	[1]	[1]	2	1	1	2 [1]	2 [1]	1
Mumbai Suburban Additional	1	1	1	[1]	1	1	2	1	1	0	0	0
Mumbai Suburban	1	[1]	[1]	[1]	[1]	[1]	2	[1]	2 [1]	[1]	[2]	[1]
South Mumbai	1	[1]	[1]	[1]	1	1	2	1	1	[2]	[1]	[1]

Note: Women staff, as reported, in brackets.

Source: RTI responses received between April to June, 2025.

According to RTI data, Mumbai Suburban Additional DCDRC never appointed a woman member during this period. Only in 2023, when the commission had a woman president, did it report a woman representative.

Caseload: Low case clearance rates in Mumbai

Data for caseload was available from 2022 to 2025¹¹. The four DCDRCs cleared 36% of the 4,388 cases filed.

During this period more than 60% of all cases in Mumbai were filed in Central Mumbai and Mumbai Suburban. Mumbai Suburban had the lowest case clearance rate (CCR), at 19.5%. In 2024, it had cleared only 5% of its 575 cases.

Budget: One DCDRC allocated 47% of the total budget

Overall, Rs 28.6 crore was allocated for all four DCDRCs

in the four years from 2021–22 to 2024–25. Of this amount, 69% was utilised. Mumbai Suburban, which had been allocated 47% (Rs 13.3 crore) of the overall DCDRC budget, reported utilising only 41% of it during this period.

In 2021–22 and 2022–23, no DCDRC reported utilising 100% of their budget. In 2023–24, except for Mumbai Suburban DCDRC, which expended only 35% of its Rs 4.3 crore budget, all DCDRCs fully utilised their funds. Mumbai Suburban's funds increased 409% to Rs 6.5 crore between 2021–22 and 2024–25, but its utilisation fell to its lowest (26%) in 2024–25. The DCDRC was the only one among the four to have never reported a fall in allocation year-on-year, while the three others did in 2022–23 and 2023–24. The utilisation in the district commissions ranged from 26% to 100%.

Figure 25-C: Mumbai District Commissions' Case Clearance Rates (2022 to 2025, till March)

Case clearance rate (%) ■ 100% and above ■ 80% to 100% ■ 50% to 80% ■ Below 50%

District Commissions	Cases filed					Case clearance rate (%)					% of cases pending >3 years 2025
	2022	2023	2024	2025, Q1	Total	2022	2023	2024	2025, Q1	Total	
Central Mumbai	488	716	177	40	1,421	47.3	61.0	11.9	0.0	48.5	29.0
Mumbai Suburban	338	427	575	54	1,394	14.2	32.6	4.9	105.6	19.5	23.3
Mumbai Suburban Additional	304	236	277	45	862	55.9	25.0	20.2	200.0	43.5	24.5
South Mumbai	298	192	185	36	711	50.3	27.1	21.6	2.8	34.2	32.8

Note: Women staff, as reported, in brackets.

Source: RTI responses received between April to June, 2025.

¹¹ January-March 2025

Figure 25-D: Mumbai District Commissions' Budget Utilisation (2021-22 to 2024-25)

District Commissions	Allocation (₹ crore)				Utilisation (%)			
	2021-22	2022-23	2023-24	2024-25	2021-22	2022-23	2023-24	2024-25
Central Mumbai	1.38	1.29	1.23	1.53	84.4	85.5	100.0	100.0
Mumbai Suburban Additional	1.46	1.37	1.16	1.26	94.3	91.1	103.1	92.7
Mumbai Suburban	1.27	1.29	4.34	6.46	82.8	90.2	35.5	25.9
South Mumbai	1.38	1.25	1.00	0.92	75.6	93.1	100.0	100.0

Source: RTI responses received between April to June, 2025.

Delhi

No. of DCDRCs: **10**

Data received: **8**

Budget for five DCDRCs¹²
(2021-22 to 2024-25): **Rs 22.6 crore**

Budget utilisation: **92%**

Delhi is the second largest megacity after Mumbai with a population of 1.63 crore, which is projected to grow to 3.5 crore by 2050.¹³ Data was received from eight out of ten DCDRCs.

Vacancies: Most DCDRCs have filled president and member vacancies

The five¹⁴ DCDRCs that provided data for all five years between 2021 and 2025, reported the presence of a president in all years. However, three DCDRCs—North Delhi (I), New Delhi (VI), West Delhi (III)—filled member positions in all years.

Of the seven DCDRCs that shared data for four or more years, South East (X) was the only commission to not have a president in 2024.

Staff vacancy

Out of the eight Delhi DCDRCs¹⁵ that provided data on staff positions, seven reported vacancies in all five years between 2021 and 2025. Only North East Delhi (IV)

Figure 26-A: Delhi District Commissions' Staff (2021-2025)

District Commissions	Staff, actual					Staff vacancy (%)				
	2021	2022	2023	2024	2025	2021	2022	2023	2024	2025
Central Delhi DCDRC (VIII)	7	10	10	9	8	46.2	23.1	23.1	30.8	38.5
New Delhi DCDRC (VI)	9 [3]	12 [4]	10 [2]	10 [2]	10 [2]	18.2	-9.1	9.1	9.1	9.1
North Delhi DCDRC (I)	5 [1]	4 [1]	5 [1]	5 [1]	3 [1]	50.0	60.0	50.0	50.0	70.0
North East Delhi DCDRC (IV)	7 [3]	10 [3]	10 [4]	10 [5]	10 [5]	30.0	0.0	0.0	0.0	0.0
South DCDRC (II)	8	9	9	9	NP	20.0	10.0	10.0	10.0	NP
South East DCDRC (X)	3 [1]	7 [2]	6 [1]	6 [1]	NP	62.5	12.5	25.0	25.0	NP
South West Delhi DCDRC (VII)	4 [1]	7 [1]	6	4	NP	55.6	22.2	33.3	55.6	NP
West Delhi DCDRC (III)	11	11	11	11	11	35.3	35.3	35.3	35.3	35.3

Note: Women staff, as reported, in brackets.

Source: RTI responses received between April to June, 2025.

12 North East Delhi (IV), South (II), South East (X) and South West Delhi (VII), North Delhi (I) DCDRCs shared allocation and expenditure data.

13 World Urbanization Prospects 2025: Summary of Results (United Nations); Available at https://population.un.org/wup/assets/Publications/undesa_pd_2025_wup2025_summary_of_results_final.pdf#page=107

14 North Delhi (I), Central Delhi (VIII), New Delhi (VI), North East Delhi (IV), and West Delhi (III).

15 North West and East district did not provide data.

Figure 26-B: Delhi District Commissions' Presidents and Members (2021-2025)

■ Deficit

District Commissions	President						Members					
	Sanctioned	Actual					Sanctioned	Actual				
		2021	2022	2023	2024	2025		2021	2022	2023	2024	2025
Central Delhi DCDRC (VIII)	1	1	1	1	1	1	2	2 [1]	2 [1]	2 [1]	2 [1]	[1]
New Delhi DCDRC (VI)	1	[1]	[1]	[1]	[1]	[1]	2	2 [1]	2 [1]	2	2	2
North Delhi DCDRC (I)	1	1	1	1	1	1	2	2 [1]	2 [1]	2 [1]	2 [1]	2 [1]
North East Delhi DCDRC (IV)	1	1	1	1	1	1	2	[1]	1	2 [1]	[1]	[1]
South DCDRC (II)	1	[1]	[1]	[1]	[1]	NP	2	2 [1]	2 [1]	[1]	[1]	NP
South East DCDRC (X)	1	1	1	1	0	NP	2	2 [1]	2 [1]	2 [1]	2 [1]	NP
South West Delhi DCDRC (VII)	1	1	1	1	1	NP	2	2 [1]	2 [1]	2 [1]	2 [1]	NP
West Delhi DCDRC (III)	1	1	1	1	1	1	2	2	2	2	2	2

Note: Women staff, as reported, in brackets.

Source: RTI responses received between April to June, 2025.

could maintain a full complement of ten sanctioned staff in four of the five years.

West Delhi (III), which had the highest sanctioned strength of 17, had filled only 11 positions during this period. North Delhi (I), which was one of the five DCDRCs¹⁶ to share data for all years also had, on average, 56% vacancy. It had filled five of its 10 posts in 2023 and 2024, which fell to three posts in 2025.

Only four DCDRCs¹⁷ shared information for all five years on staff related to data-entry work. All four reported the presence of at least one staff marked as data monitoring staff. North East Delhi (IV) had two data staff members (1 female data entry operator and 1 data management assistant) for all years from 2021 to 2025.

Gender representation: Only two DCDRCs had a woman president

Gender-disaggregated data was available for seven DCDRCs in Delhi. Of these, only New Delhi (VI) and North Delhi (I) provided data for all five years between 2021 and 2025. New Delhi (VI) reported having a woman president for all years, and one woman member in 2021 and 2022, while North Delhi (I) had a woman member in all years. South (II) was the only other district commission that reported having a woman as president. Here, in 2023 and 2024 the member and the president were women.

Except North East Delhi (IV) in 2022, the seven DCDRCs had met the mandate of having a woman either as president or as a member in its commission from 2021 to 2025 where data were available.

Four commissions—Central Delhi (VIII), New Delhi (VI), North East Delhi (IV), North Delhi (I)—shared RTI data on staff gender representation for all five years. Central Delhi (VIII) did not report a woman in its staff, while North East Delhi (IV) had five women in its 10 staff positions in 2024 and 2025, which was the best gender ratio for consumer commissions in Delhi.

Caseload: Delhi DCDRCs cleared nearly all cases

Between 2022 and 2025,¹⁸ all eight DCDRCs shared data reporting an average clearance rate of 95% of cases. While 13,238 cases were filed in this period 12,507 were cleared, indicating a reduction in backlog. Only two DCDRCs—New Delhi (VI) and South (II)—had cleared more cases than filed each year between 2022 and 2025.¹⁹ West Delhi (III) and North East Delhi DCDRC never reported 100% case clearance in any year during this period.

In 2025, in North Delhi (I), 65% of cases had been pending for more than three years. In Central Delhi (VIII), South (II) and South West Delhi (VII), more than 25% of the cases had been pending for more than three years.

16 West Delhi (III), Central Delhi (VIII), New Delhi (VI), North East Delhi (IV).

17 Central Delhi (VIII), North East Delhi (IV), West Delhi DCDRC (III), North Delhi (I).

18 January–March 2025.

19 January–March 2025.

Figure 26-C: Delhi District Commissions' Case Clearance Rates (2022 to 2025, till March)

Case clearance rate (%) ■ 100% and above ■ 80% to 100% ■ 50% to 80% ■ Below 50%

District Commissions	Cases filed					Case clearance rate (%)					% of cases pending >3 years 2025
	2022	2023	2024	2025, Q1	Total	2022	2023	2024	2025, Q1	Total	
Central Delhi DCDRC (VIII)	173	313	968	68	1,522	139.3	118.5	59.7	172.1	85.9	25.7
New Delhi DCDRC (VI)	405	639	634	64	1,742	132.1	104.2	112.3	104.7	113.7	NP
North Delhi DCDRC (I)	325	315	514	324	1,478	91.4	146.3	88.3	79.6	99.5	65.2
North East Delhi DCDRC (IV)	340	480	635	52	1,507	51.5	25.4	80.0	65.4	55.7	10.6
South DCDRC (II)	438	436	461	98	1,433	120.5	153.7	136.0	111.2	135.0	38.7
South East DCDRC (X)	388	403	544	144	1,479	80.7	167.5	130.7	116.7	126.2	23.3
South West Delhi DCDRC (VII)	599	700	698	139	2,136	70.8	115.3	139.7	136.7	112.2	29.6
West Delhi DCDRC (III)	519	523	775	124	1,941	41.4	15.7	48.4	33.9	36.8	NP

Note: Women staff, as reported, in brackets.

Source: RTI responses received between April to June, 2025.

Mediation and Lok Adalat: Few DCDRCs have referred for mediation and Lok Adalat routinely

Five of Delhi's DCDRCs had referred 1,242 cases to Lok Adalats between 2022 and 2025²⁰. Nearly 70% were cleared. Of these, 63% referrals came from two DCDRCs: New Delhi (VI) and South East Delhi (X). South East Delhi (X) reported that 83.5% of all referred cases were settled.

As for mediation, only three DCDRCs—North East Delhi (IV), South (II) South East (X)—shared data for all four years from 2022 to 2025. South (II), which had referred 139 cases for mediation in the four years until 2025, had disposed of 95%.

Budget: Only one DCDRC used all its budgets funds in any of the four years

Complete data on the allocation and utilisation of budgets was available for five²¹—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. Only North Delhi (I) had fully used its budget in 2021–22. It utilised more than 95% of its funds each year and had been allocated Rs 4.5 crore overall. North East Delhi (IV) was the only other DCDRC to have utilised more than 90% of its funds each year. On average it utilised 96%. South (II) and South East (X) received Rs 5 crore and Rs 3.5 crore respectively during this period.

Figure 26-D: Delhi District Commissions' Budget Utilisation (2021-22 to 2024-

Utilisation (%) ■ 100% and above ■ 80% to 100% ■ 60% to 80% ■ Below 60%

District Commissions	Allocation (₹ crore)				Utilisation (%)			
	2021-22	2022-23	2023-24	2024-25	2021-22	2022-23	2023-24	2024-25
Central Delhi DCDRC (VIII)	NP	NP	NP	NP	NP	NP	NP	NP
New Delhi DCDRC (VI)	NP	NP	NP	NP	NP	NP	NP	NP
North Delhi DCDRC (I)	0.52	1.05	1.45	1.44	100.0	99.6	96.0	97.5
North East Delhi DCDRC (IV)	0.40	1.43	1.22	1.04	94.2	98.7	96.7	93.4
South DCDRC (II)	0.88	1.33	1.39	1.41	72.2	98.2	97.2	80.9
South East DCDRC (X)	0.39	0.92	1.40	0.88	70.7	94.1	96.9	97.4
South West Delhi DCDRC (VII)	0.72	1.58	1.40	1.80	93.7	82.0	94.5	83.9
West Delhi DCDRC (III)	0.77	1.38	1.38	1.57	NP	NP	NP	NP

Source: RTI responses received between April to June, 2025.

²⁰ January–March 2025

²¹ West Delhi (III) did not share data on expenditure. It was allocated Rs 5.1 crore overall.

Kolkata

No. of DCDRCs: **4**

Data received: **4**

Budget (2021–22 to 2024–25): **Rs 7.9 crore**

Budget utilisation: **109%**

Vacancies: All commission posts filled in three of the four DCDRCs

In terms of meeting human resource benchmarks, Kolkata's DCDRCs have outperformed those in Delhi and Mumbai. Its three DCDRCs—Kolkata Unit-IV, North Kolkata Unit-I, South Kolkata Unit-III—filled all positions of president and members in all five years between 2021 and 2025.

In 2024 and 2025, Central Kolkata Unit-II was the only DCDRC in Kolkata to have an unfilled post of member. It had a president for all years.

Staff vacancy

Between 2021 and 2025, the North Kolkata Unit-I reported meeting or exceeding its sanctioned strength. The South Kolkata Unit-III did so in three years: 2022, 2023 and 2024. The sanctioned positions remained the same (48) between 2021 and 2025, but the actual strength improved from 34 to 45.

The trends were similar in case of the data management staff too. All sanctioned positions were filled in all years except at Kolkata Unit-IV in 2021. In South Kolkata Unit-III, there was a data management staff even though a sanctioned post had not been notified.

Gender: All DCDRCs had at least one woman member

All four Kolkata district commissions met the mandate for women's representation of having a woman as president or a member in the commission.

Between 2021 and 2025, at least one member in each year was a woman in all four DCDRCs. Kolkata Unit-IV and North Kolkata Unit-I²² did not report a woman

Figure 27-A: Kolkata District Commissions' Staff (2021-2025)

District Commissions	Staff, actual					Staff vacancy (%)				
	2021	2022	2023	2024	2025	2021	2022	2023	2024	2025
Central Kolkata Unit – II	8	12	12	12	12	38.5	7.7	7.7	7.7	7.7
Kolkata Unit - IV	7	12 [2]	13 [2]	10 [2]	10 [2]	46.2	7.7	0.0	23.1	23.1
North Kolkata Unit – I	13 [1]	12 [3]	13 [4]	13 [4]	14 [4]	-8.3	0.0	-8.3	-18.2	-16.7
South Kolkata Unit – III	6 [2]	11 [6]	12 [6]	10 [6]	9 [4]	40.0	-10.0	-20.0	0.0	10.0

Note: Women staff, as reported, in brackets.

Source: RTI responses received between April to June, 2025.

Figure 27-B: Kolkata District Commissions' Presidents and Members (2021-2025)

District Commissions	Sanctioned	President					Sanctioned	Members				
		2021	2022	2023	2024	2025		2021	2022	2023	2024	2025
Central Kolkata Unit – II	1	1	[1]	[1]	[1]	[1]	2	2 [1]	2 [1]	2 [1]	[1]	[1]
Kolkata Unit - IV	1	1	1	1	1	1	2	2 [1]	2 [1]	2 [1]	2 [1]	2 [1]
North Kolkata Unit – I	1	1	1	1	1	1	2	2 [1]	2 [1]	2 [1]	2 [1]	[2]
South Kolkata Unit – III	1	[1]	[1]	[1]	1	1	2	2 [1]	2 [1]	2 [1]	2 [1]	2 [1]

Note: Women staff, as reported, in brackets.

Source: RTI responses received between April to June, 2025.

²² North Kolkata Unit-I did not share data on women presidents.

Figure 27-C: Kolkata District Commissions' Case Clearance Rates (2022 to 2025, till March)

Case clearance rate (%) ■ 100% and above ■ 80% to 100% ■ 50% to 80% ■ Below 50%

District Commissions	Cases filed					Case clearance rate (%)					% of cases pending >3 years 2025
	2022	2023	2024	2025, Q1	Total	2022	2023	2024	2025, Q1	Total	
Central Kolkata Unit – II	249	181	146	17	593	36.1	23.8	17.8	0.0	26.8	43.8
Kolkata Unit - IV	304	454	361	35	1,154	53.6	81.5	60.1	148.6	69.5	2.8
North Kolkata Unit – I	336	219	188	0	743	67.3	39.3	23.9	-	48.6	19.5
South Kolkata Unit – III	1,090	889	756	104	2,839	85.2	89.0	39.2	42.3	72.6	19.1

Source: RTI responses received between April to June, 2025.

president in all five years.

Contrastingly, Central Kolkata Unit-II had a woman as president for four of the five years. But it fares the worst in terms of women staff representation, having never once appointed a woman in its 12 person staff between 2021 and 2025. South Kolkata Unit-III reported the best representation; in 2024, six of its 10 staff were women, this share fell to four in nine the next year.

As of 2025, the number of staff overall had increased from 34 to 45 staff in four years. But the number of women in staff increased from three to 10.

Caseload: More than one in three cases are pending

Complete data for the four DCDRCs was available for 2022, 2023 and 2024. Overall, 63.4% of the total 5,173 cases that were filed in these three years were cleared by Kolkata’s district commissions. In 2024, only 40% of 1,451 cases were disposed of.

Between 2022 and 2025,²³ South Kolkata Unit-III had the highest CCR at 73%. Central Kolkata Unit-II, which had filed only 593 cases, recorded the lowest CCR (27%) of the four DCDRCs. Its highest CCR (36%) was recorded in 2022 when the DCDRC caseload was 249 cases.

Lok Adalat: Majority of 665 Lok Adalat cases were referred in 2023

Kolkata’s four DCDRCs had referred 665 cases to the

Lok Adalat between 2022 and 2025²⁴. Over 300 cases were referred in 2023 alone of which 38% were settled. In 2024, three DCDRCs—South Unit-III, North Unit-I, and Central Unit-II—reported that at least 50% cases were settled.

Despite having 66 trained mediators, RTI data shows that only seven cases were referred for mediation in four years from 2022 to 2025. All were referred in 2022.

Budget: Utilisation of funds by DCDRCs in Kolkata

A total of Rs 7.9 crore was allocated in the four years (2021–2025) and 109% was utilised. Three DCDRCs—Central Kolkata Unit-II, Kolkata Unit-IV, North Kolkata Unit-I—had utilised more than 100% of their respective funds between 2021–22 and 2024–25, while South Kolkata Unit-III spent 99% of its funds.

In 2022–23, except Kolkata Unit-IV the other three district commissions reported a year-on-year reduction in allocation. In 2021–22, Kolkata Unit-IV had been allocated only Rs 4.4 lakh, the lowest reported by any DCDRC in Kolkata.

Central Kolkata Unit-II was allocated Rs 1.3 crore in 2024–25, the highest recorded among the four DCDRCs in Kolkata. It utilised 103% of the funds that year.

²³ Data available only for January–March 2025.

²⁴ January–March 2025

Figure 27-D: Kolkata District Commissions' Budget Utilisation (2021-22 to 2024-25)

Utilisation (%) ■ 100% and above ■ 80% to 100% ■ 60% to 80% ■ Below 60%

District Commissions	Allocation (₹ crore)				Utilisation (%)			
	2021-22	2022-23	2023-24	2024-25	2021-22	2022-23	2023-24	2024-25
Central Kolkata Unit – II	0.41	0.37	0.53	1.34	105.4	141.3	95.6	102.8
Kolkata Unit - IV	0.04	0.46	0.49	0.37	161.7	100.0	90.2	124.0
North Kolkata Unit – I	0.42	0.23	0.44	0.99	129.9	258.2	128.8	82.9
South Kolkata Unit – III	0.46	0.46	0.53	0.34	74.6	110.8	104.0	105.6

Source: RTI responses received between April to June, 2025.

Chennai

No. of DCDRCs: 2

Data received: 2

Budget (2021–22 to 2024–25): **Rs 5.3 crore**

Budget utilisation: **155%**

Vacancies: No vacancies in DCDRCs (2022 and 2025)

With a population of 86 lakh, Chennai is one of the largest cities in India. Despite Chennai's population size, the capital city has only two DCDRCs. Both DCDRCs had a president and two members each for four of the five years. In 2021, the two DCDRCs did not have a president and member, rendering them non-functional.

Staff Vacancy

Chennai (South) reported a shortfall of one staff member in its 14 sanctioned posts in 2021. By 2024 it had two more staff than its sanctioned posts. With the exception

of 2021, in all other years, both district commissions had filled all posts.

While Chennai (North) had a data management staff for all years from 2021 to 2025, Chennai (South) reported one data staff in 2025.

Gender representation: One woman president in five years

Gender disaggregated data was not available for all five years from 2021 to 2025. Chennai (North), which provided data for all years except 2025, met the gender mandate for three years (2022 to 2024) when it had one woman member. The district commission has never had a woman president. Chennai South, which shared data only for 2025, had a woman president, enough to meet the legal stipulation for that year. Data on its member vacancies was not available.

Similarly, data on gender representation in staff was limited for both commissions. Chennai (North) which provided data for more than one year reported that it had, at best, four women in its 11 actual staff. Chennai (South) provided data only for 2025 and reported that 14 of the 16 staff members were women.

Figure 28-A: Chennai District Commissions' Staff (2021-2025)

Vacancy (%) ■ No vacancy ■ Up to 25% ■ 25% to 50% ■ Above 50%

District Commissions	Staff, actual					Staff vacancy (%)				
	2021	2022	2023	2024	2025	2021	2022	2023	2024	2025
Chennai (North)	11 [4]	11 [3]	11 [3]	11 [4]	11	0.0	0.0	0.0	0.0	0.0
Chennai (South)	13	14	14	16	16 [14]	7.1	0.0	0.0	-14.3	-14.3

Note: Women staff, as reported, in brackets.

Source: RTI responses received between April to June, 2025.

Figure 28-B: Chennai District Commissions' Presidents and Members (2021-2025)

District Commissions	President						Members					
	Sanctioned	Actual					Sanctioned	Actual				
		2021	2022	2023	2024	2025		2021	2022	2023	2024	2025
Chennai (North)	1	0	1	1	1	1	2	0	2 [1]	2 [1]	2 [1]	2
Chennai (South)	1	0	1	1	1	[1]	2	0	2	2	2	2

Note: Women staff, as reported, in brackets.
Source: RTI responses received between April to June, 2025.

Figure 28-C: Chennai District Commissions' Case Clearance Rates (2022 to 2025, till March)

Case clearance rate (%) ■ 100% and above ■ 80% to 100% ■ 50% to 80% ■ Below 50%

District Commissions	Cases filed					Case clearance rate (%)					% of cases pending >3 years 2025
	2022	2023	2024	2025, Q1	Total	2022	2023	2024	2025, Q1	Total	
Chennai (North)	175	201	284	181	841	100.0	100.0	81.3	7.2	73.7	NP
Chennai (South)	452	416	401	192	1,461	101.3	107.0	88.8	80.2	96.7	NP

Source: RTI responses received between April to June, 2025.

Figure 28-D: Chennai District Commissions' Budget Utilisation (2021-22 to 2024-25)

Utilisation (%) ■ 100% and above ■ 80% to 100% ■ 60% to 80% ■ Below 60%

District Commissions	Allocation (₹ crore)				Utilisation (%)			
	2021-22	2022-23	2023-24	2024-25	2021-22	2022-23	2023-24	2024-25
Chennai (North)	0.86	0.04	0.04	0.04	114.1	2,628.9	2,648.3	2,798.0
Chennai (South)	0.76	1.07	1.2	1.3	71.5	99.6	98.9	99.9

Source: RTI responses received between April to June, 2025.

Caseload: Case clearance rate falls below 100%

Between 2022 and 2025,²⁵ the lion's share of Chennai's consumer cases (2,302) were filed in the Chennai (South) DCDRC. Of the total 1,461 cases filed, Chennai (South) cleared 97%. In comparison Chennai (North) received 841 cases and cleared 74% of them. In 2022 and 2023 Chennai (South) and Chennai (North) had a CCR of at least 100%, which fell to 89% and 81% respectively in 2024.

Budgets: Chennai (North) allocated significantly lower budgets

Chennai's two district commissions had utilised 155% of the total Rs 5.3 crore allocated to them between 2021-22 and 2024-25.

But Chennai North's and Chennai South's budget trajectories vary. The former has been under-allocated funds for most years. Between 2022 and 2024, it was allocated between Rs 3.8 and Rs 3.9 lakh despite the commission using 2600% of its funds each year. In the four years it had used four times its allocated budget of Rs 98 lakh.

In comparison, the Chennai (South) commission received 82% of the Rs 5.3 crore and expended 95% of it. On average, it utilised 92% of funds each year.

²⁵ January-March 2025.

Bengaluru

No. of DCDRCs: 5

Data received: 5

Budget for three DCDRCs²⁶ (2021–22 to 2024–25): Rs 14.6 crore

Budget utilisation: 100%

Vacancies: All commission posts filled in three district commissions

Four DCDRCs out of five²⁷—Bengaluru Rural and Bengaluru Urban 1st Additional, Bengaluru Urban II Additional, and Bengaluru Urban IV Additional, Bengaluru Urban—shared data for all five years on president and member posts. Except Bengaluru Urban, which did not have a president in 2025, all others reported a full complement of presidents and members between 2021 and 2025. However, Bengaluru Urban had filled all member posts during this period.

Staff vacancy

In 2025, 44 of the 54 posts had been filled compared to 40 of the 48 positions in 2021. In percentage terms, the vacancy actually increased by three percentage points. According to RTI data, Bengaluru Urban II Additional is the only commission to fill all staff vacancies in any year among the four district commissions that shared data. It reported no vacancies in 2021 and 2022 in its eight

sanctioned posts. From 2023 onwards, when sanctioned posts were increased to 13, the DCDRC was able to fill 11 posts. The Bengaluru Rural & Bengaluru Urban 1st Additional and Bengaluru Urban DCDRCs had 14 sanctioned posts each in all years. The former filled 10 at most, while Bengaluru Urban had filled 12 staff positions through this period.

Additionally, Bengaluru Rural & Bengaluru Urban 1st Additional, Bengaluru Urban, and Bengaluru Urban II Additional DCDRCs which had shared data for all five years from 2021 to 2025 had one data management staff for all years. Bengaluru Urban IV Additional also reported one data entry staff for all years, it did not share data for 2025.

Gender representation: All four commissions met the mandate for women representation

Bengaluru Urban II Additional alone reported having a woman president. It did so for all years except 2021. In 2024 and 2025, it had an all women commission with president and member positions filled by women. All four district commissions²⁸ met the mandate of having a woman in the commission with at least one woman member for all years

Gender data on staff was available for four district commissions of Bengaluru.²⁹ While actual staff increased from 40 to 44 between 2021 and 2025, the number of women fell from 25 to 21. Bengaluru Urban II Additional had the best average gender share, at 82%. Of its 11

Figure 29-A: Bengaluru District Commissions' Staff (2021-2025)

District Commissions	Staff, actual					Staff vacancy (%)				
	2021	2022	2023	2024	2025	2021	2022	2023	2024	2025
Bengaluru Urban II Addl.	[8]	[8]	11 [9]	11 [6]	11 [8]	0.0	0.0	15.4	15.4	15.4
Bengaluru Urban IV Addl.	11	11 [10]	11 [7]	11 [5]	11 [5]	8.3	21.4	21.4	21.4	21.4
Bengaluru Urban	12 [3]	12 [5]	12 [4]	12 [4]	12 [4]	14.3	14.3	14.3	14.3	14.3
Bengaluru Rural, Urban 1st Addl.	9 [3]	9 [3]	10 [3]	10 [4]	10 [4]	35.7	35.7	28.6	28.6	28.6

Note: 1. Women staff, as reported, in brackets. 2. Bengaluru Urban III Addl. district commissions did not share data on staff positions. Source: RTI responses received between April to June, 2025.

²⁶ Bengaluru Rural & Bengaluru Urban 1st Additional, Bengaluru Urban II Additional, and Bengaluru Urban DCDRCs shared data.

²⁷ Bengaluru Urban III Additional DCDRC did not share data.

²⁸ Bengaluru Rural & Bengaluru Urban 1st Additional, Bengaluru Urban IV Additional, Bengaluru Urban II Additional, Bengaluru Urban DCDRCs.

²⁹ Bengaluru Rural & Bengaluru Urban 1st Additional DCDRC, Bengaluru Urban II Additional, Bengaluru Urban, and Bengaluru Urban IV Additional DCDRCs.

Figure 29-B: Bengaluru District Commissions' Presidents and Members (2021-2025)

District Commissions	President						Members					
	Sanctioned	Actual					Sanctioned	Actual				
		2021	2022	2023	2024	2025		2021	2022	2023	2024	2025
Bengaluru Rural, Urban 1st Addl.	1	1	1	1	1	1	2	2 [1]	2 [1]	2 [1]	2 [1]	2 [1]
Bengaluru Urban	1	1	1	1	1	0	2	2 [1]	2 [1]	2 [1]	2 [1]	2 [1]
Bengaluru Urban II Addl.	1	1	[1]	[1]	[1]	[1]	2	2 [1]	2 [1]	2 [1]	2	2
Bengaluru Urban IV Addl.	1	1	1	1	1	1	2	2 [1]	2 [1]	2 [1]	2	2

Note: 1. Women staff, as reported, in brackets. 2. Bengaluru Urban III Addl. district commission did not share data on president and member positions. Source: RTI responses received between April to June, 2025.

staff members, eight were women in 2025.

Case Clearance Rate in Bengaluru DCDRCs

The three DCDRC³⁰ reported filing of 3,980 cases and cleared 72% between 2022 and 2025.³¹

Between 2022 and 2024 the average case clearance rate for the three commissions fell from 96.4% to 50%. Although all district commissions cleared more than 90% of cases in 2022, the best they had reported in this period, none of the three could clear all cases in any year.

Case disposal fell drastically in 2024. Bengaluru Urban II Additional cleared 38% of its 482 cases. In 2021 it had cleared 96% of its cases. At 66% case clearance rate Bengaluru Urban III Additional was the best performing in 2024.

Lok Adalat: Bengaluru Urban II Additional referred the most number of cases

Data on cases referred to Lok Adalats was available for

four years for two DCDRCs; Bengaluru Urban DCDRC and Bengaluru Urban II Additional. The former had only settled 15% of its 407 cases while the latter settled 40% of its 488 cases that were referred to the Lok Adalat.

Bengaluru Urban II Additional referred 270 cases, the highest among 37 DCDRCs that shared data.

Budget: Allocation falls from FY 2021 to FY 2024

Budget data was available for three of five DCDRCs: Bengaluru Rural & Bengaluru Urban 1st Additional, Bengaluru Urban II Additional, and Bengaluru Urban. While all three utilised their funds fully in all years between 2021–22 and 2024–25, a scrutiny of allocations revealed more.

Overall, the allocation had fallen by half in Bengaluru Rural and Bengaluru Urban 1st Additional commission to Rs 75.2 lakh in 2024–25 compared to the previous year. The allocation has fluctuated. In 2022–23, it fell by 42%

Figure 29-C: Bengaluru District Commissions' Case Clearance Rates (2022 to 2025, till March)

District Commissions	Cases filed					Case clearance rate (%)					% of cases pending >3 years 2025
	2022	2023	2024	2025, Q1	Total	2022	2023	2024	2025, Q1	Total	
	Case clearance rate (%) ■ 100% and above ■ 80% to 100% ■ 50% to 80% ■ Below 50%										
Bengaluru Urban	330	521	463	107	1,421	99.4	90.6	46.4	0.0	71.4	0.0
Bengaluru Urban II Addl.	379	452	482	35	1,348	95.5	77.9	38.0	2.9	66.6	4.2
Bengaluru Urban III Addl.	282	392	474	63	1,211	94.3	91.3	66.0	7.9	77.8	6.0

Source: RTI responses received between April to June, 2025.

30 Data are available for Bengaluru Urban, Bengaluru Urban II Additional, Bengaluru Urban III Additional DCDRCs.

31 January–March 2025.

and then increased by 51% the next year to nearly Rs 1.5 crore. Despite full utilisation every year, the reasons for reduction in funds could not be ascertained.

Bengaluru Urban II Additional, although better in terms of year-on-year allocations, showed similar trends. Compared to 2021–22 its budget dropped by 13% to Rs 99 lakh in 2024–25, despite full utilisation in all years. For two continuous financial years (2023 and 2024) its year-

on-year allocation fell by 21% and 11%.

Similarly, in Bengaluru Urban, the allocation in 2024-25 fell by 3% to Rs 1.2 crore compared to 2021-22. It had been provided the same amount in the previous financial year when its allocation fell 11%.

Overall, all three DCDCs had utilised all funds each financial year.

Figure 29-D: Bengaluru District Commissions' Budget Utilisation (2021-22 to 2024-25)

Utilisation (%) ■ 100% and above ■ 80% to 100% ■ 60% to 80% ■ Below 60%

District Commissions	Allocation (₹ crore)				Utilisation (%)			
	2021-22	2022-23	2023-24	2024-25	2021-22	2022-23	2023-24	2024-25
Bengaluru Rural, Urban 1st Addl.	1.69	0.98	1.47	0.75	100.0	100.0	100.0	100.0
Bengaluru Urban	1.24	1.36	1.21	1.22	100.0	100.0	100.0	100.0
Bengaluru Urban II Addl.	1.14	1.41	1.12	0.99	100.0	100.0	100.0	100.0

Note: Bengaluru Urban III Additional; and Bengaluru Urban IV Additional district commissions did not share data on budget utilisation.

Source: RTI responses received between April to June, 2025.



Other capital cities

No. of DCDRCs: **28 across 23 cities**

Budget (2021–22 to 2024–25):

Rs 45 crore (14 commissions)

Budget utilisation: **99% (14 commissions)**

Capital Deficit: 10 DCDRCs had a president for all five years, six filled member vacancies

Out of the twenty eight DCDRCs across 23 capital cities,³² only 15 DCDRCs³³ provided data on actual and sanctioned strength of president for all five years

between 2021 and 2025. Ten³⁴ district commissions including Gurugram, Patna, Vijayawada, and North Goa had a president for all years. Six of these were in large and mid-sized states. Gujarat's capital Gandhinagar was the only city to not appoint a president in even a single year; however, it had filled both member posts during this period.

The Srinagar DCDRC was the other commission to not have a president in all the four years for which it shared data. However, it had filled one of its two member posts in each of the four years. The Lucknow (I and II), Dhanbad and Shillong commissions had a president in four of the five years, while Kamrup and Puducherry did for three years. Data was not available for Jaipur, Bhopal, and Haridwar.

Figure 30: District Commissions: Presidents and Members (2021- 2025)

Only 15 DCDRCs provided data on president for all five years (2021–2025).

Only Thiruvananthapuram had no vacancy among president, member and staff.

Only three DCDRCs had a woman president between 2021 and 2025.

Deficit

District Commissions	State/UT	President, actual					Members, actual					
		2021	2022	2023	2024	2025	Sanctioned	2021	2022	2023	2024	2025
A&N	A&N Islands	[1]	[1]	1	1	1	NP	NP	NP	NP	NP	NP
Vijaywada	Andhra Pradesh	1	1	1	1	1	2	0	2	2	2	2
Kamrup	Assam	1	1	1	0	0	2	2	2	2	2	2
Patna	Bihar	1	1	1	1	1	2	1	2	1	1	1
Durg	Chhattisgarh	1	1	1	1	1	2	1	2	2	2	2
North Goa	Goa	1	[1]	[1]	[1]	[1]	2	2	2	2	2	2
Gandhinagar	Gujarat	0	0	0	0	0	2	2	2	2	2	2
Gurgaon	Haryana	1	1	1	1	1	2	1	2	2	2	2
Dhanbad	Jharkhand	0	1	1	1	1	2	2	2	2	1	1
Thiruvananthapuram	Kerala	1	1	1	1	1	2	2	2	2	2	2
Shillong	Meghalaya	0	[1]	[1]	[1]	[1]	2	2	2	2	2	2
Kohima	Nagaland	1	1	1	1	1	2	2	2	2	2	2
Puducherry	Puducherry	0	0	1	1	1	2	1	2	2	2	2
SAS Nagar Mohali	Punjab	1	1	1	1	1	2	1	1	1	1	1
Gangtok	Sikkim	1	1	1	1	1	2	2	2	2	1	1

Note: 1. Only 15 of the 28 district commissions provided data on presidents for all five years, and 14 for members. Please refer to the annexure for complete data. 2. Women presidents, as reported, marked in brackets. 3. Districts arranged in ascending order of state/UT name.

32 The DCDRC with the highest caseload has been selected where capital city data is not available. This includes Gurugram, Durg, Dhanbad, SAS Nagar Mohali, and Haridwar.

33 Andaman & Nicobar Islands, Vijayawada, Kamrup, Patna, Durg, North Goa, Gandhinagar, Gurugram, Dhanbad, Thiruvananthapuram, Shillong, Kohima, Puducherry, SAS Nagar Mohali, and Gangtok DCDRCs.

34 Andaman & Nicobar Islands Vijayawada, Patna, Durg, North Goa, Gurugram, Thiruvananthapuram, Kohima SAS Nagar Mohali, and Gangtok DCDRCs.

Similarly, 14 of the 28 DCDCRs provided five-year data on member vacancies. Of these, only six³⁵ had filled all member posts in all years.

Only Thiruvananthapuram reported filling president, member and staff vacancies for all five years. All its 11 staff positions had been filled between 2021 and 2025.

DCDCRs in four small states and UTs—Andaman & Nicobar Islands, North Goa, Kohima and Gangtok—had a president for each year from 2021 to 2025. Two of these—North Goa and Kohima DCDCRs—also reported full member occupancy for all years.

Women presidents appointed in only three of 15 DCDCRs

According to the rules, at least one member or the president of a DCDCR should be a woman.³⁶ Data available for 17 of the 28³⁷ district commissions between 2021 and 2025 show that women's representation in the president's post is inadequate.

Only three DCDCRs—Andaman & Nicobar, Shillong, and North Goa—had appointed a woman president between 2021 and 2025. North Goa and Shillong had a woman president in four of the five years, while Andaman & Nicobar Islands had one in 2021 and 2022. But in the following three years it had no woman in either the president's or member posts.

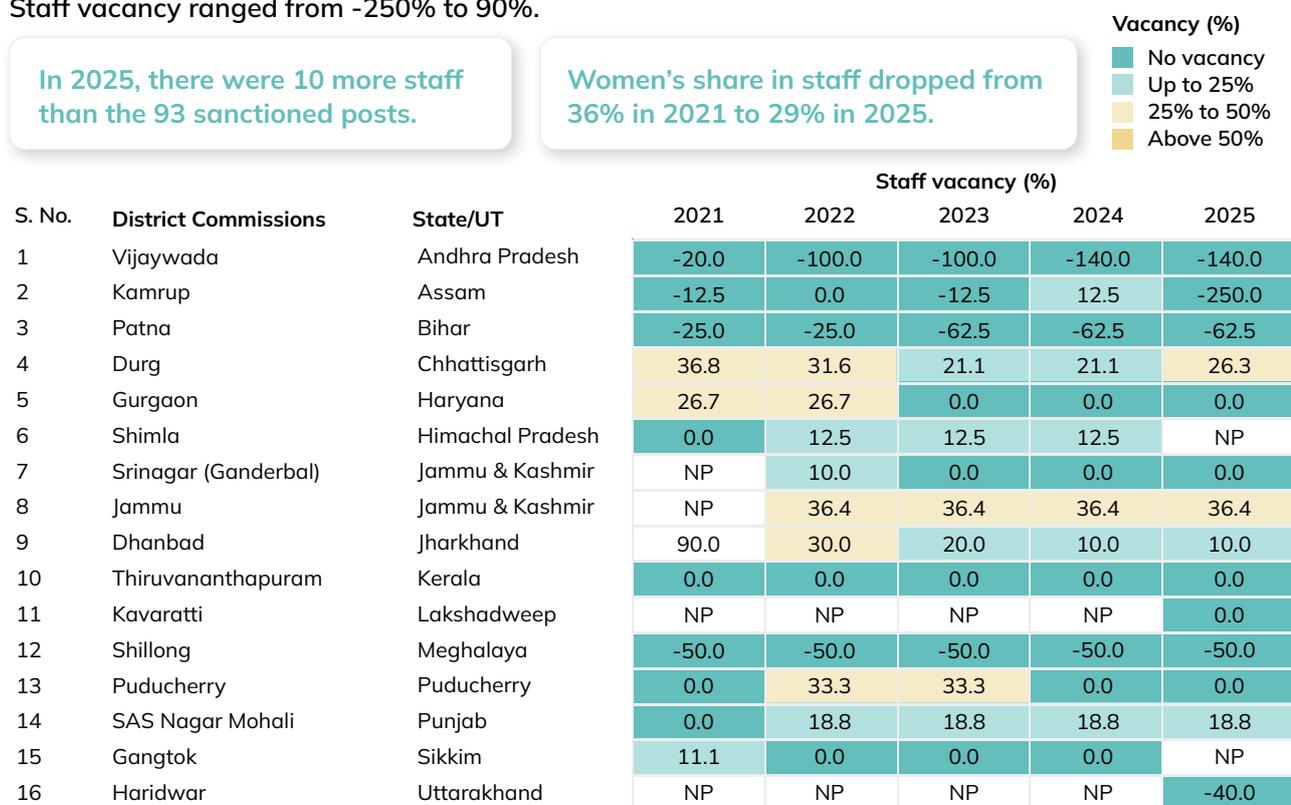
However, Shillong had an all women commission from 2022, and North Goa had two women including the president in its district commission.

Staff vacancy

In 2021, there were 94 sanctioned staff posts of which 15% were vacant in DCDCRs³⁸ that had shared five-year data. By 2025, 10 more than the 93 sanctioned positions had been filled. The Vijayawada, Patna, and Shillong DCDCRs had more staff than sanctioned posts. The staff ranks included registrar, accountant, superintendent, peon, clerk, senior and junior scale stenographer, and sweeper-cum-chowkidar.

Figure 31: District Commissions: Staff Vacancy (%) (2021-2025)

Staff vacancy ranged from -250% to 90%.



Note: 1. Only 16 of the 28 district commissions provided data on staff vacancy. Please refer to the annexure for complete data. 2. Districts arranged in ascending order of state/UT name.

35 North Goa, Thiruvananthapuram, Kohima, Shillong, Kamrup, and Gandhinagar DCDCRs.

36 Section 4 (3), Consumer Protection Act, 2019; Available at: https://consumeraffairs.gov.in/public/upload/files/SCDCR-DCDCR Rules_1732703388.pdf#page=5

37 Andaman & Nicobar, Kamrup, Patna, Durg, North Goa, Gurugram, Dhanbad, Thiruvananthapuram, Puducherry, Gangtok, DCDCRs shared data for all five years. Shimla, Jammu, Srinagar (Ganderbal), Shillong, SAS Nagar Mohali, Lucknow-I, Lucknow-II DCDCRs shared data for four years.

38 Vijaywada, Kamrup, Patna, Durg, Gurgaon, Dhanbad, Thiruvananthapuram, Shillong, Puducherry, SAS Nagar Mohali DCDCRs.

Figure 32: District Commissions: Case Clearance Rate (%) (2022 to 2025, till March)

According to the rules, a case must be decided within three months from the date of receipt of notice by the opposite party if it does not require testing, or within five months if it requires analysis or testing.

Thiruvananthapuram DCDRC, which had filled all positions of president and members between 2021 and 2025, at best cleared 53% of its cases.

Case clearance rate (%)

- 100% and above
- 80% to 100%
- 50% to 80%
- Below 50%

S. No.	District Commissions	State/UT	Case clearance rate (%)			
			2022	2023	2024	2025, Q1
1	A&N	A&N Islands	165.0	0.0	0.0	0.0
2	Vijaywada	Andhra Pradesh	47.3	36.6	21.9	9.0
3	Kamrup	Assam	97.2	73.0	90.5	400.0
4	Patna	Bihar	118.6	173.6	106.1	527.8
5	Durg	Chhattisgarh	24.7	41.5	18.9	1.6
6	North Goa	Goa	48.7	206.7	89.8	283.3
7	Gandhinagar	Gujarat	NP	NP	NP	NP
8	Gurgaon	Haryana	70.2	54.6	50.8	61.6
9	Shimla	Himachal Pradesh	133.1	125.1	123.5	100.0
10	Jammu	Jammu & Kashmir	0.0	39.9	21.2	0.0
11	Srinagar	Jammu & Kashmir	22.9	141.7	142.9	185.1
12	Dhanbad	Jharkhand	51.5	62.7	55.4	35.9
13	Thiruvananthapuram	Kerala	51.9	52.8	25.9	40.7
14	Kavaratti	Lakshadweep	0.0	0.0	150.0	33.3
15	Bhopal – I	Madhya Pradesh	NP	87.8	68.5	46.4
16	Bhopal – II	Madhya Pradesh	43.0	684.3	530.5	NP
17	Shillong	Meghalaya	85.0	76.1	62.0	NP
18	Kohima	Nagaland	17.7	90.0	63.6	44.4
19	Puducherry	Puducherry	0.0	151.2	143.9	72.7
20	SAS Nagar Mohali	Punjab	84.8	100.5	132.3	101.1
21	Jaipur-II	Rajasthan	33.2	72.0	73.0	43.0
22	Jaipur-IV	Rajasthan	48.1	65.1	83.6	57.5
23	Jaipur-III	Rajasthan	134.7	76.1	74.8	81.8
24	Jaipur-I	Rajasthan	179.0	96.6	169.8	130.4
25	Gangtok	Sikkim	58.3	75.0	100.0	100.0
26	Lucknow-I	Uttar Pradesh	84.3	125.8	88.1	82.4
27	Lucknow-II	Uttar Pradesh	232.6	218.0	103.9	131.8
28	Haridwar	Uttarakhand	111.5	0.0	23.2	61.2

Note: 1. Please refer to the annexure for complete data. 2. Districts arranged in ascending order of state/UT name.

Further, based on data available for five years from seven district commissions on gender representation in staff, only Thiruvananthapuram and North Goa had majority women in their staff for all years. The former had at least eight women among its 11 staff during this period, and seven of the nine members were women in North Goa in 2025.

Overall, in 2025, around 29% of 75 actual staff in the seven DCDRCs³⁹ were women. This was lower than in

2021 when 36% (of the 56) were women.

Only one-third DCDRCs had a CCR of 100%⁴⁰

Nine DCDRCs—Patna, North Goa, Shimla, Srinagar, Bhopal-II, Puducherry, SAS Nagar Mohali, Jaipur-I, Lucknow-II—reported a Case Clearance Rate (CCR) of more than 100% during this period indicating that backlogs were cleared.

³⁹ Vijayawada, Kamrup, Patna, Durg, North Goa, Dhanbad, Thiruvananthapuram DCDRCs.

⁴⁰ Section 38 (7), Consumer Protection Act, 2019, https://consumeraffairs.gov.in/public/upload/files/CP Act 2019_1732700731.pdf#page=20

Across 28 DCDRCs 33,245 cases were filed between 2022 and 2024. Of these 86% were cleared. The highest proportion of cases were filed in Gurugram, which reported more than 1,000 cases each year during the three year period. Its best CCR was 70.2%, reported in 2022. By 2024 when it reported the highest number of cases (1,588), the CCR fell to 51%, its lowest.

Cases pending for more than 3 years

The IJR asked all DCDRCs to provide the number of cases pending for more than three years. As of 2025, three district commissions—Kamrup, Patna, and Srinagar—reported that more than half their cases were pending for more than three years. In five⁴¹ other district commissions more than one in three cases had been pending for more than three years.

The Lucknow-II, Patna and Shimla DCDRCs reported

100% CCR for all four years, including 2025.⁴² Between 2022 and 2024 there were more than 600 cases filed each year in Patna. In 2023, although 670 cases were filed 1,163 were cleared, indicating a reduction in backlog.

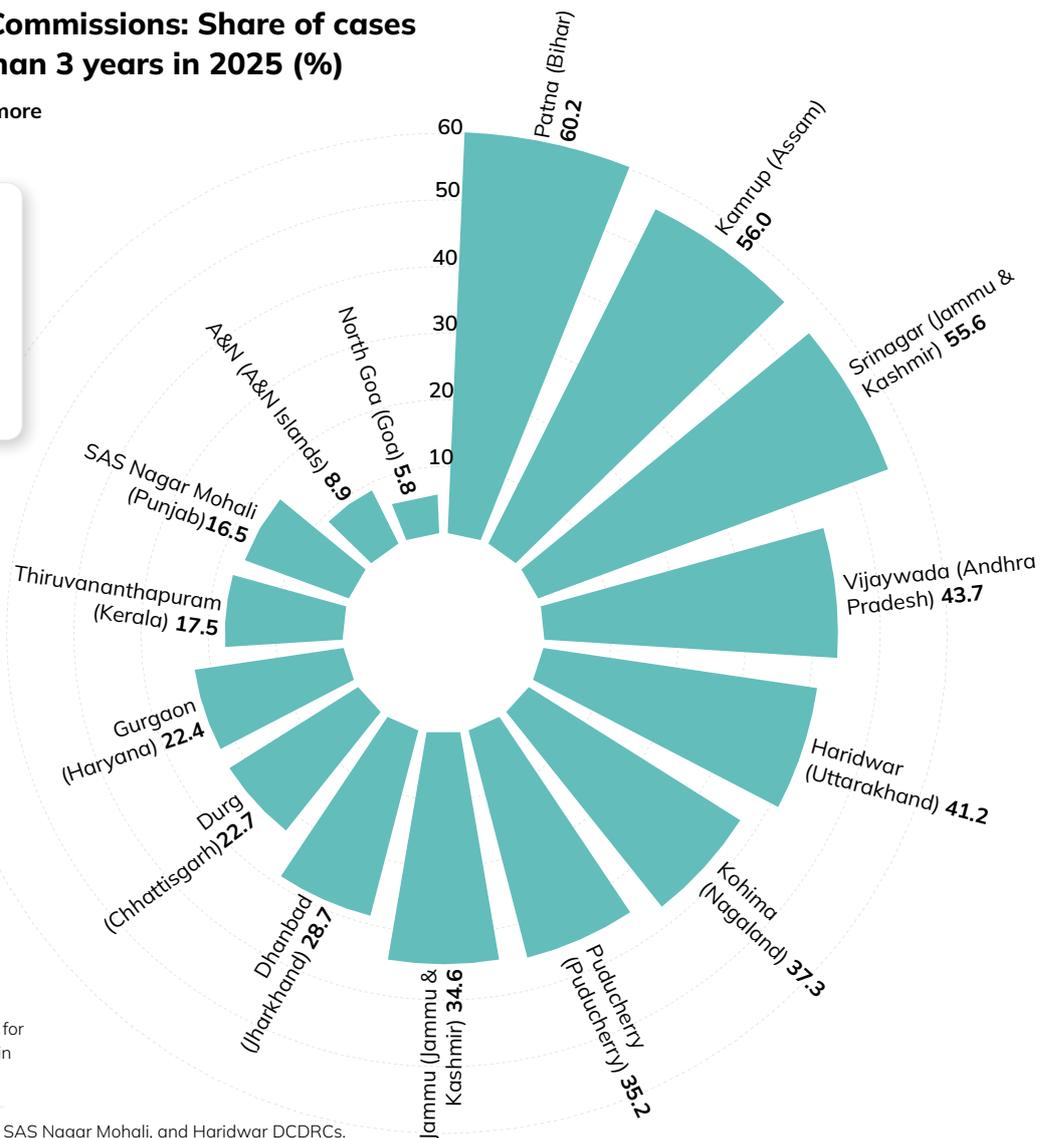
The Thiruvananthapuram district commission, which had filled all positions of president and members between 2021 and 2025, at its best cleared 53% of its filed cases for any calendar year, implying that filling vacancies does not necessarily translate into a higher case clearance. In 2024, the case disposal fell to 26% from its peak clearance rate in the previous year. It had cleared 41% of cases during this period.

Among the large and mid-sized states only Durg in Chhattisgarh (31.6%) and Vijayawada in Andhra Pradesh (30.4%) had a lower CCR than Thiruvananthapuram.

Figure 33: District Commissions: Share of cases pending for more than 3 years in 2025 (%)

Share of cases pending for more than 3 years (%) (2025)

Kamrup, Patna, and Srinagar DCDRCs reported more than 50% cases pending (for more than three years) in 2025.



Note: 1. Please refer to the annexure for complete data. 2. Districts arranged in descending order of value.

41 Vijayawada, Jammu, Puducherry, SAS Nagar Mohali, and Haridwar DCDRCs. 42 January–March 2025.

Budget utilisation by DCDRCs (2021–22 to 2024–25)

Full data on allocation and expenditure of funds between 2021-22 and 2024-25 is available for 14⁴³ of the 28 DCDRCs. Overall, Rs 45 crore was allocated to these district commissions of which Rs 44 crore was expended. However, when seen individually most DCDRCs could not fully utilise the allocated budget.

Bhopal⁴⁴ which had allocated the most funds during this period—Rs 7.3 crore—had also allocated the highest for a financial year among these 14 district commissions. In 2024–25 it was allocated Rs 2.2 crore, its allocation increasing each year between 2021 and 2024.

Three district commissions⁴⁵ reported utilising at least 100% of their budget funds. All others, except Patna (76%) spent more than 80% of the funds.

But there are few anomalies in the budget allocation, as we have observed in the metropolitan capital cities.

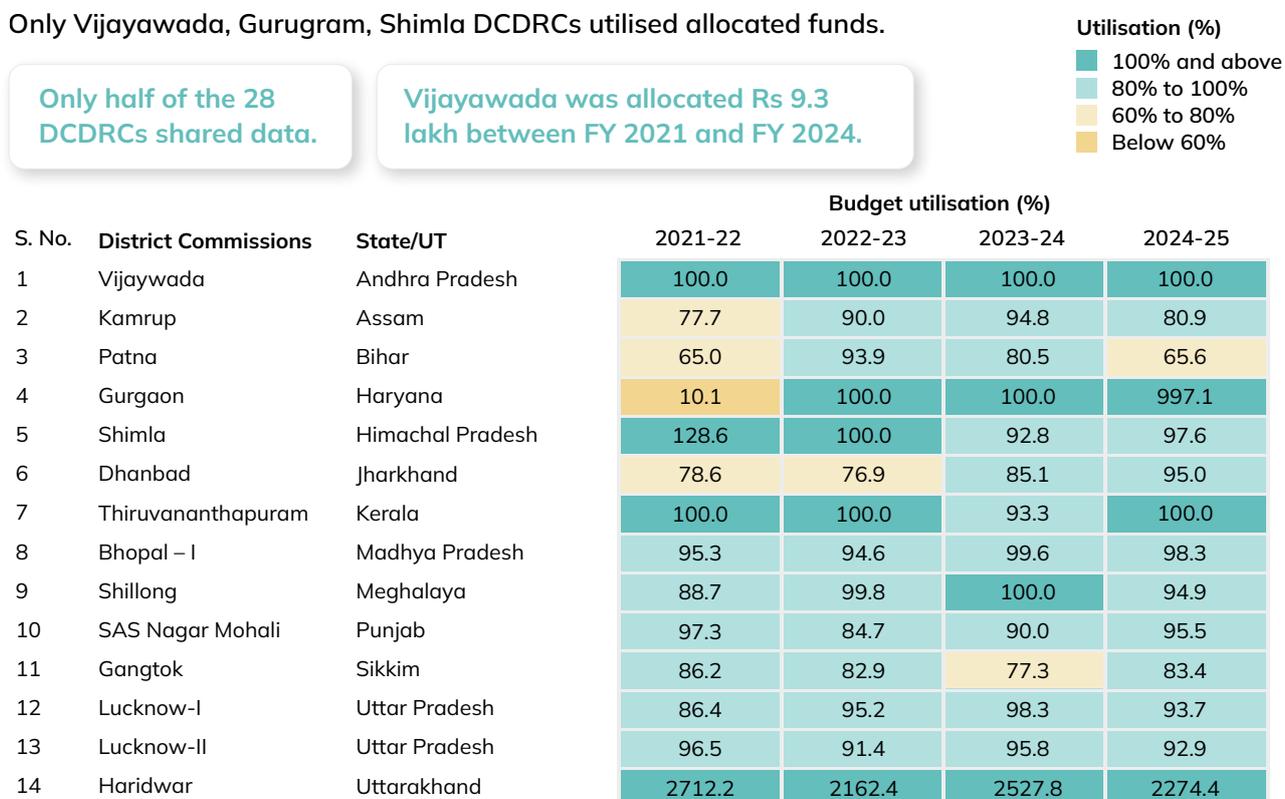
For example, Vijayawada, which has a population of nearly 1.5 million, allocated a maximum of Rs 6.3 lakh in 2021–22. RTI data shows that budget allocations fell to Rs 3,800 in 2024–25. Overall, the commission was provided Rs 9.3 lakh in the four financial years. The commission utilised 100% of its funds each year, according to RTI data. The Vijayawada DCDRC reported 12 staff members and a full commission between 2022 and 2025, but had cleared only 35% of its cases between 2022 and 2024, and never more than 47% in a calendar year.

In 2024–25, Gurugram had utilised ten times its allocated funds of Rs 13.2 lakh. This was contrary to its utilisation three years ago (in 2021–22) when it had only used 10% of its Rs 90 lakh budget. But it improved in the following years when it used 100% or more of the funds.

Thiruvananthapuram, which has full occupancy in its commission including staff members, was allocated Rs 31 lakh over four years of which 96.3% was used. In each year, except in 2023–24 when it was allocated the most (Rs 17.2 lakh), the DCDRC utilised all its funds.

Figure 34: District Commission: Budget Utilisation (%) (2021-22 to 2024-25)

Only Vijayawada, Gurugram, Shimla DCDRCs utilised allocated funds.



Note: 1. Please refer to the annexure for complete data. 2. Districts arranged in ascending order of state/UT name.

43 Puducherry did not share allocation data. It is not included in this analysis.

44 Budget includes all Bhopal DCDRCs.

45 Vijayawada, Gurugram, Shimla. Haridwar reported utilisation of more than 2400%, on average. The DCDRC was allocated Rs 12.5 lakh from 2021–22 to 2024–25.

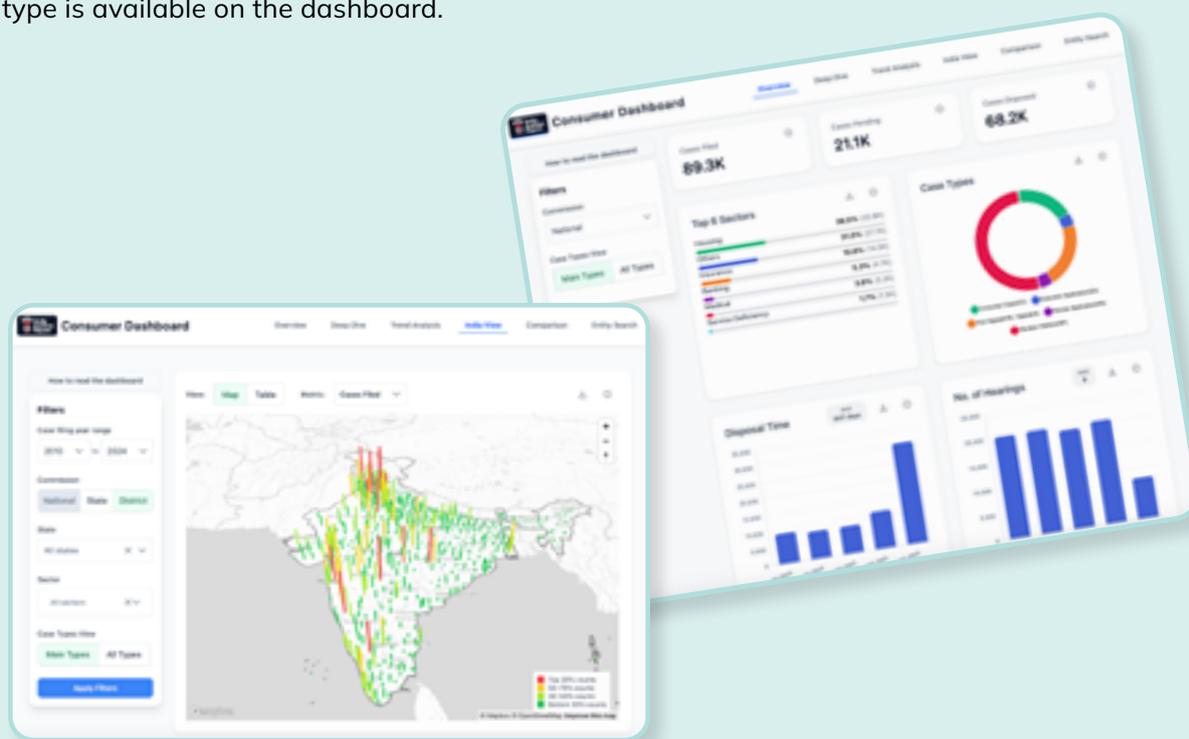
A Dashboard on Consumer Commissions

The dashboard presents information on key metrics of the commissions like the number of cases filed, the case clearance rate, and sector-wise distribution, among others.

It analyses 28.57 lakh cases filed between 1 January 2010 and 31 August 2024 at the national, state, and district consumer commissions across India. The data is collated from Confonet (now e-Jagriti), the official portal of the Department of Consumer Affairs, Government of India. The analysis in this section includes case disposals, disposal times and hearings duration across national, state and district commission and the five metros—Mumbai, Delhi, Kolkata, Chennai and Bengaluru.

The dashboard¹ can be accessed here: <https://ccdash.indiajusticereport.org/>

Additionally, it provides a glimpse of the sector wise performance for three major sectors—insurance, banking and housing—of the commissions for the same indicators. It excludes the undefined category of cases labelled ‘Others’. The data for cases filed under this type is available on the dashboard.



Scan this code to view the report online and explore the dashboard

1 The dashboard was developed by How India Lives, a data analytics organisation.

National Consumer Disputes Redressal Commission

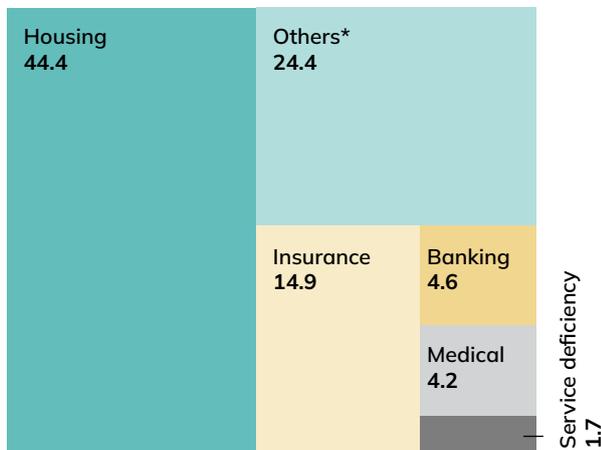
The consumer commissions are structured in three tiers with National Consumer Disputes Redressal Commission (NCDRC) as the apex body, followed by State and District Consumer Disputes Redressal Commission (SCDRC and DCDRC). Based on the 2021 rules², each tier has a pecuniary jurisdiction to entertain complaints of a specified monetary value. NCDRC has the original pecuniary jurisdiction to entertain cases whose value is more than Rs 2 crore and hear appeals from the state commissions.

Figure 35-A: National Commission: Top Six Sectors (2010-2024)

Nearly one in two cases at the National Commission is a housing complaint.

Total cases filed: **2,71,203**

Share of total cases filed (%)



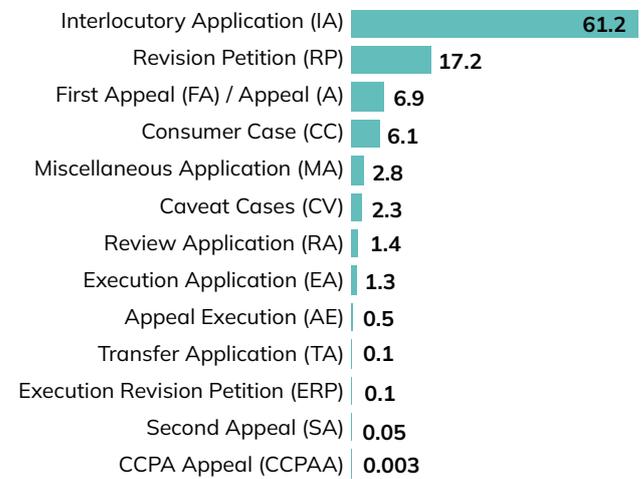
*Others' is an unspecified category used on e-Jagriti.
Source: Confonet (now e-Jagriti)

Figure 35-B: National Commission: Case Types (2010-2024)

Only 6% of the workload is original complaints, procedural applications and appeals dominate.

Total cases: **2,71,203**

Share of total cases filed by case type (%)



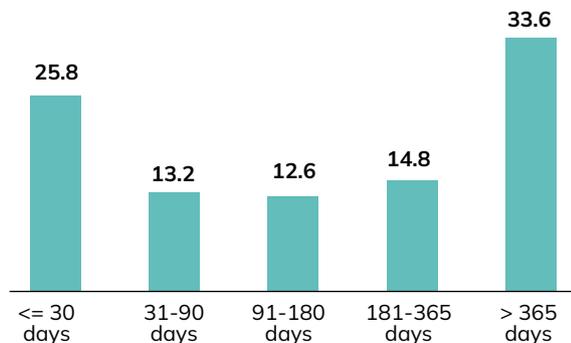
Source: Confonet (now e-Jagriti)

Figure 35-C: National Commission: Disposal Time (2010-2024)

Half of all cases filed were disposed within the 3 - 5 month mandate.*

Total cases: **1,92,091**

Share of cases by number of days taken for disposal (%)



* The CPA, 2019 stipulates that cases must be disposed of within three to five months.

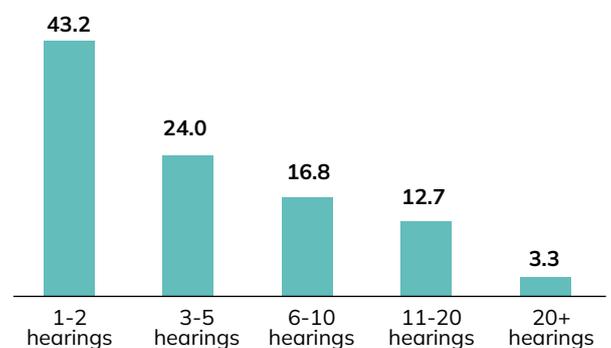
Source: Confonet (now e-Jagriti)

Figure 35-D: National Commission: Number of hearings for disposal (2010-2024)

Nearly half of all cases disposed at the national commission took only upto two hearings.

Total cases: **1,92,091**

Share of cases by number of hearings held for disposal (%)



Source: Confonet (now e-Jagriti)

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

State Consumer Disputes Redressal Commission

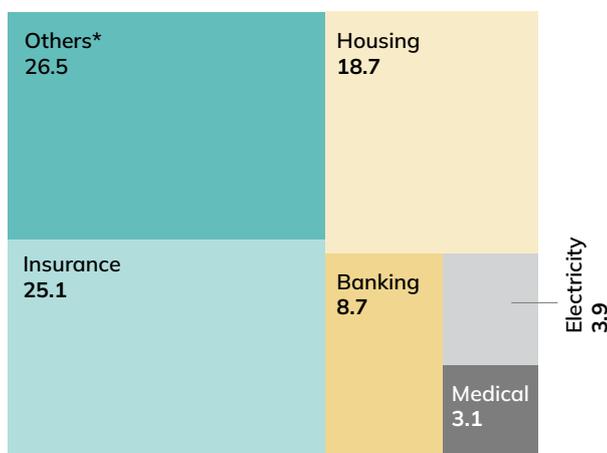
SCDRCs can entertain cases whose value exceeds Rs 50 lakh but does not exceed Rs 2 crore. Further, if consumers are not satisfied with the outcome of their case at the district commissions, they may file an appeal to the state commissions.

Figure 36-A: State Commission: Top Six Sectors (2010-2024)

Every fourth case filed at the state commission is an insurance complaint.

Total cases filed: ~4,24,800

Share of total cases filed (%)



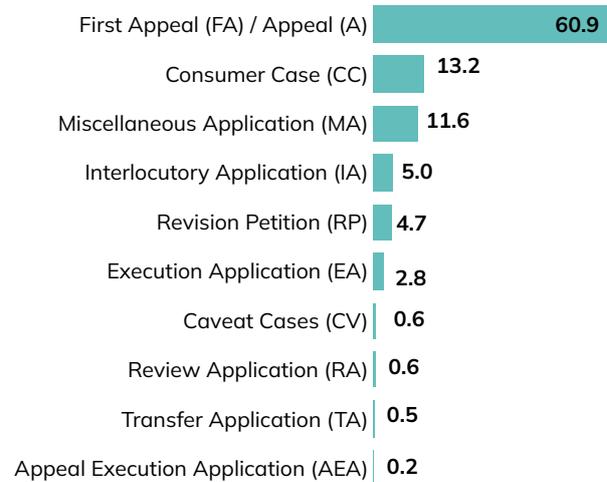
*Others' is an unspecified category used on e-Jagruti.
Source: Confonet (now e-Jagruti)

Figure 36-B: State Commission: Case Types (2010-2024)

Appeals from districts dominate the state commission's workload.

Total cases: 4,93,991

Share of total cases filed by case type (%)



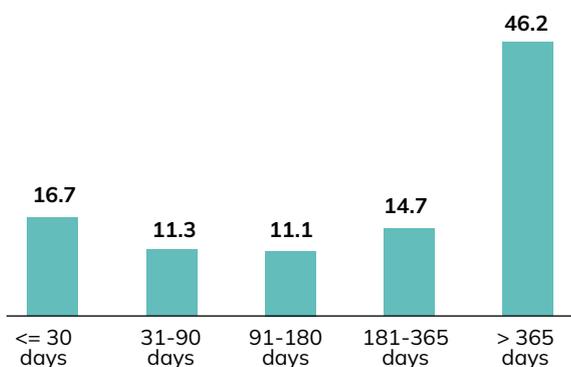
Source: Confonet (now e-Jagruti)

Figure 36-C: State Commission: Disposal Time (2010-2024)

Disposals take longer in state commissions, nearly half stretch beyond a year.*

Total cases: 3,68,438

Share of cases by number of days taken for disposal (%)



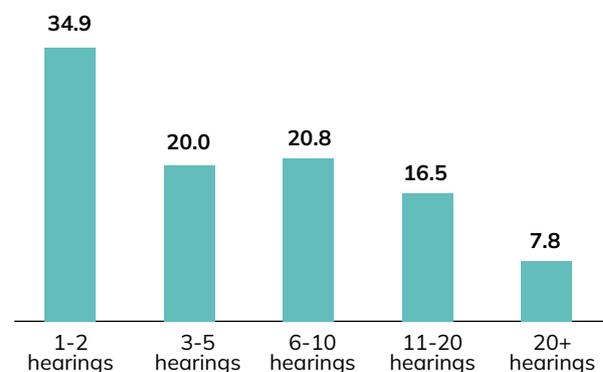
* The CPA, 2019 stipulates that cases must be disposed of within three to five months.
Source: Confonet (now e-Jagruti)

Figure 36-D: State Commission: Number of hearings for disposal (2010-2024)

Nearly one in four cases disposed at the state commissions took more than 10 hearings.

Total cases: 3,68,434

Share of cases by number of hearings held for disposal (%)



Source: Confonet (now e-Jagruti)

District Consumer Disputes Redressal Commission

DCDRCs are often the first point of access for consumers, they can entertain cases whose value does not exceed Rs 50 lakh.

Figure 37-A: District Commission: Top Six Sectors (2010-2024)

Banking and insurance complaints dominate district commissions.

Total cases filed: ~16,56,900

Share of total cases filed (%)



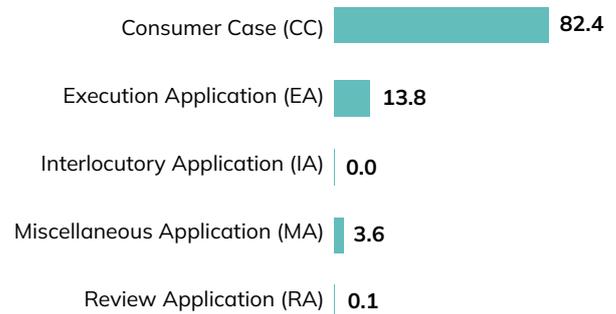
Others is an unspecified category used on e-Jagriti.
Source: Confonet (now e-Jagriti)

Figure 37-B: District Commission: Case Types (2010-2024)

14% of cases at district commissions are for ensuring execution of orders.

Total cases: 20,92,503

Share of total cases filed by case type (%)



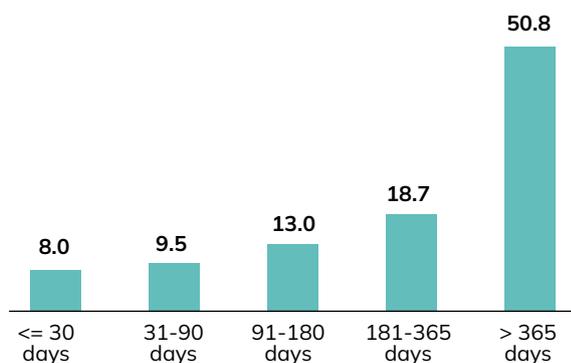
Source: Confonet (now e-Jagriti)

Figure 37-C: District Commission: Disposal Time (2010-2024)

Less than one in three cases were disposed within the 3 - 5 month disposal mandate.*

Total cases: 15,70,631

Share of cases by number of days taken for disposal (%)



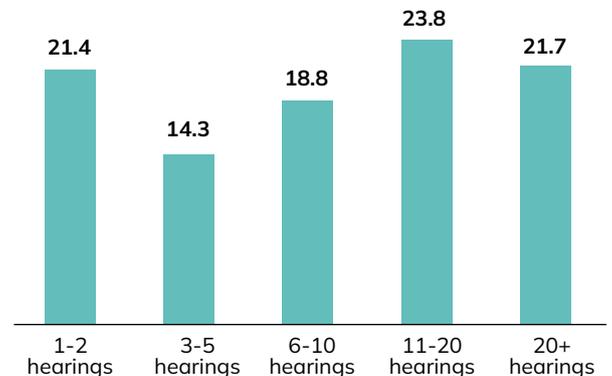
* The CPA, 2019 stipulates that cases must be disposed of within three to five months.
Source: Confonet (now e-Jagriti)

Figure 37-D: District Commission: Number of hearings for disposal (2010-2024)

Nearly half of all cases disposed at the district commissions took more than 10 hearings.

Total cases: 15,70,621

Share of cases by number of hearings held for disposal (%)



Source: Confonet (now e-Jagriti)

District commissions in India

Figure 38: Case Disposal In DCDRCs (2010-2024)

One in four cases in district commissions is pending across all states and UTs.

Case clearance rate (%) ■ Above 90% ■ 80% to 90% ■ 60% to 80% ■ Below 60%

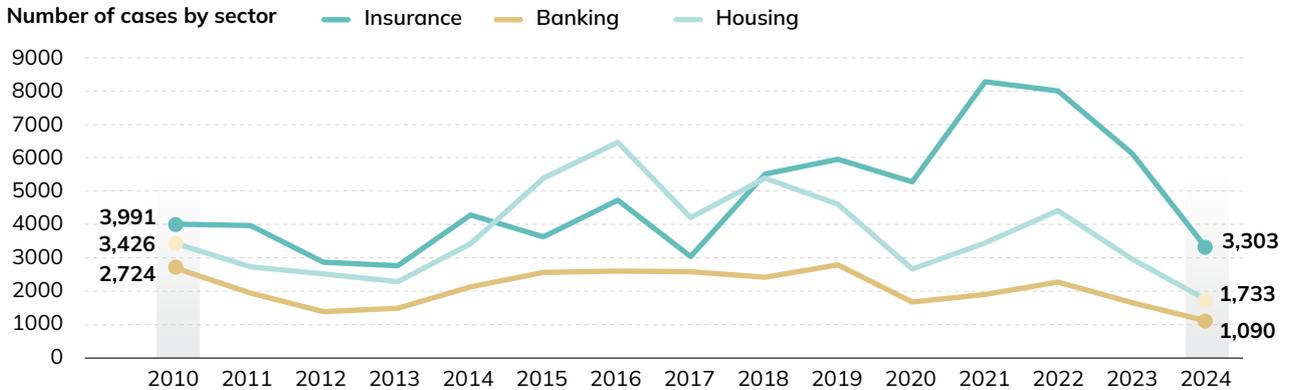
District Commissions	Cases filed	Cases disposed	Case clearance rate (%)	Share of cases filed (%)
A&N Islands	403	340	84.4	0.02
Andhra Pradesh	32,707	27,474	84.0	1.56
Arunachal Pradesh	301	265	88.0	0.01
Assam	5,387	3,474	64.5	0.26
Bihar	38,935	17,471	44.9	1.86
Chandigarh	32,989	29,778	90.3	1.58
Chhattisgarh	48,895	38,089	77.9	2.34
D&N Haveli and D&D	156	85	54.5	0.01
Delhi	66,984	46,627	69.6	3.20
Goa	3,478	3,093	88.9	0.17
Gujarat	1,68,658	1,30,171	77.2	8.06
Haryana	1,24,008	91,561	73.8	5.93
Himachal Pradesh	30,228	25,212	83.4	1.44
Jammu & Kashmir	1,546	622	40.2	0.07
Jharkhand	14,604	9,284	63.6	0.70
Karnataka	1,48,249	1,29,872	87.6	7.08
Kerala	96,739	73,650	76.1	4.62
Lakshadweep	41	12	29.3	0.002
Madhya Pradesh	1,72,454	1,32,313	76.7	8.24
Maharashtra	2,63,347	1,86,568	70.8	12.59
Manipur	555	441	79.5	0.03
Meghalaya	771	668	86.6	0.04
Mizoram	723	647	89.5	0.03
Nagaland	131	70	53.4	0.01
Orissa	44,907	30,778	68.5	2.15
Pondicherry	1,370	1,043	76.1	0.07
Punjab	1,42,885	1,25,780	88.0	6.83
Rajasthan	1,91,719	1,37,839	71.9	9.16
Sikkim	261	200	76.6	0.01
Tamil Nadu	56,494	47,438	84.0	2.70
Telangana	38,488	32,725	85.0	1.84
Tripura	2,373	2,134	89.9	0.11
Uttar Pradesh	2,53,431	1,62,098	64.0	12.11
Uttarakhand	17,581	12,178	69.3	0.84
West Bengal	90,705	70,621	77.9	4.33
Total	20,92,503	15,70,621	75	

Note: States arranged in alphabetical order.
Source: Confonet (now e-Jagriti)

Figure 39: At 13%, Maharashtra's DCDRCs filed the highest number of cases (2010-2024)

39-A: Cases filed in Maharashtra under 3 major sectors

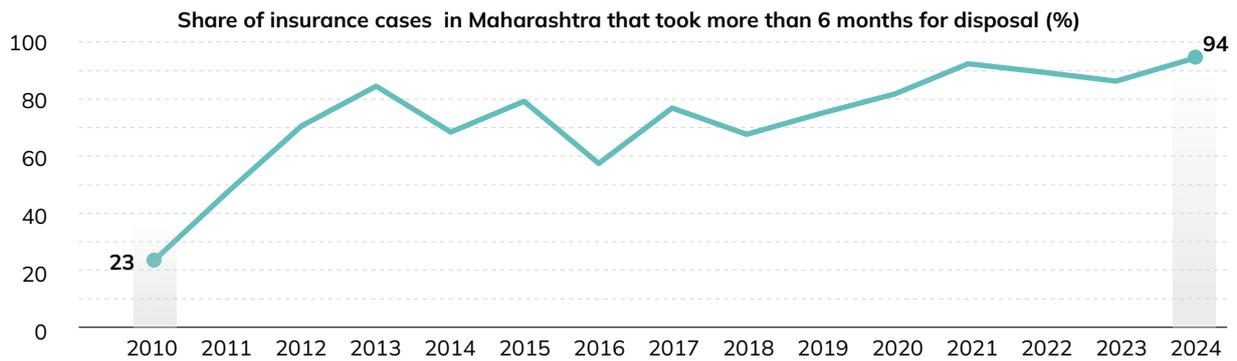
Most cases in Maharashtra DCDRCs were filed under the insurance sector.



Source: Confonet (now e-Jagriti)

39-B: Disposal time for insurance cases in Maharashtra

Since 2020, only 20% of all insurance cases could be disposed in less than six months.



Source: Confonet (now e-Jagriti)

39-C: Number of hearings for insurance cases in Maharashtra

2020 to 2024: Only 19% of the cases were disposed within 5 hearings.

Year	Total insurance cases disposed	Insurance cases disposed by number of hearings					Share of cases disposed off in 1-5 hearings (%)
		1 to 2 hearings	3 to 5 hearings	6 to 10 hearings	11 to 20 hearings	20+ hearings	
2010	1,503	557	343	460	141	-	59.9
2011	2,577	472	476	1,033	565	31	36.8
2012	1,801	380	343	479	553	46	40.1
2013	2,043	239	162	447	899	296	19.6
2014	3,915	1,025	323	738	1,137	692	34.4
2015	3,824	284	415	822	1,475	828	18.3
2016	4,003	331	500	1,365	1,204	603	20.8
2017	3,904	306	387	1,252	1,371	588	17.8
2018	3,686	217	477	935	1,188	869	18.8
2019	3,973	116	308	1,202	1,627	720	10.7
2020	1,898	126	184	430	728	430	16.3
2021	4,275	103	202	558	1,908	1,504	7.1
2022	6,308	201	423	935	2,529	2,220	9.9
2023	2,714	186	216	548	964	800	14.8
2024	4,585	207	224	432	1,234	2,488	9.4

Source: Confonet (now e-Jagriti)

Figure 40: District commissions in the biggest five cities

40-A: Case clearance rate (2010-2024)

One in four cases were pending. Bengaluru had the highest clearance rate.

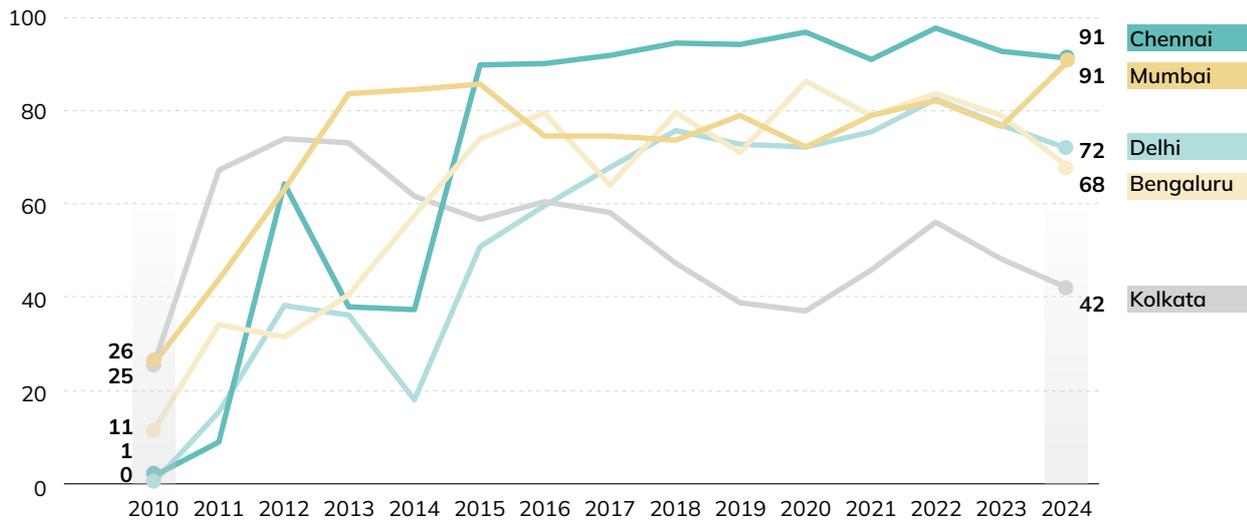
	Cases filed	Cases disposed	Share of cases filed (%)	Case clearance rate (%)
Delhi	66,984	46,627	38.3	69.6
Bengaluru	42,522	37,015	24.3	87.0
Kolkata	30,628	24,358	17.5	79.5
Mumbai	24,899	16,981	14.2	68.2
Chennai	9,997	7,203	5.7	72.1
Total	1,75,030	1,32,184		75.5

Cities arranged in descending order of share of cases.
Source: Confonet (now e-Jagriti)

40-B: Time taken for disposal (2010-2024)

2020 to 2024: Except Kolkata DCDRCs, over 70% of disposed cases took more than six months.

Share of disposed cases that took more than six months (%)



Source: Confonet (now e-Jagriti)

40-C: Number of hearings for disposal (2010-2024)

Delhi disposed 50% of cases in one to five hearings.

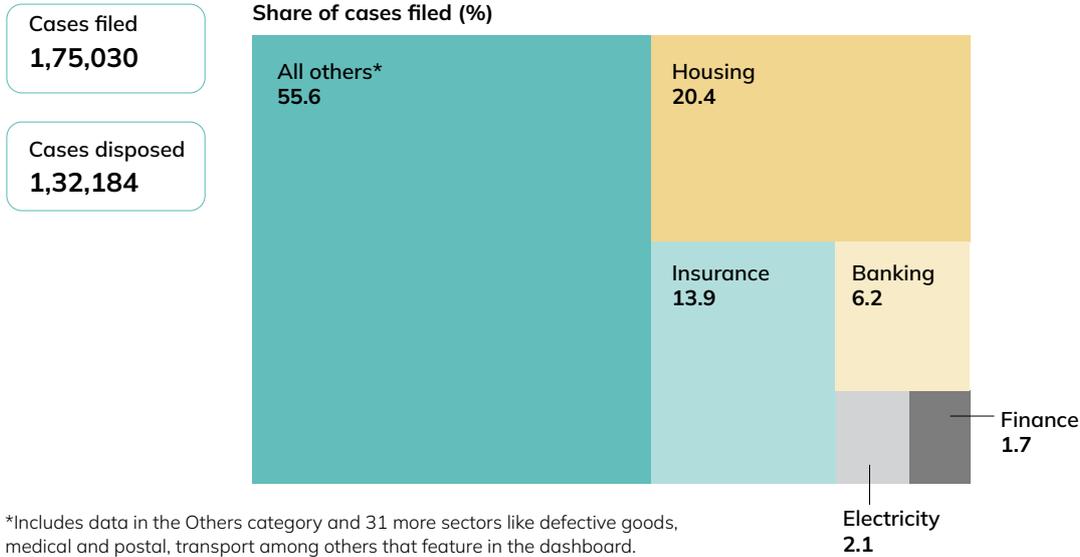
Total cases disposed	Share of cases disposed by number of hearings taken (%)			
	1 to 5 hearings	6 to 10 hearings	11 to 20 hearings	20+ hearings
Delhi	49.6	20.4	21.3	21.3
Bengaluru	32.1	19.3	24.4	24.4
Kolkata	43.3	16.9	27.7	27.7
Mumbai	24.4	21.8	30.1	30.1
Chennai	30.2	9.4	19.1	19.1

Cities arranged in descending order of share of cases.

Source: Confonet (now e-Jagriti)

40-D: Sectors with the most cases (2010-2024)

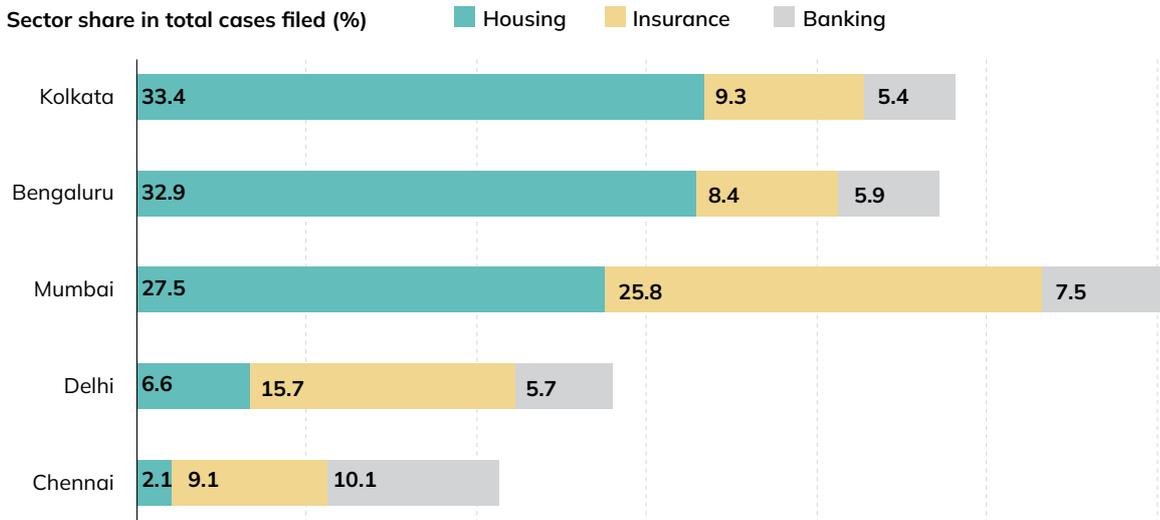
Single highest share of cases were filed under the housing sector.



Source: Confonet (now e-Jagriti)

40-E: Top sectors in the biggest five cities (2010-2024)

In Mumbai, Kolkata, and Bengaluru's DCDRCs more than 25% of cases were filed in the housing sector.

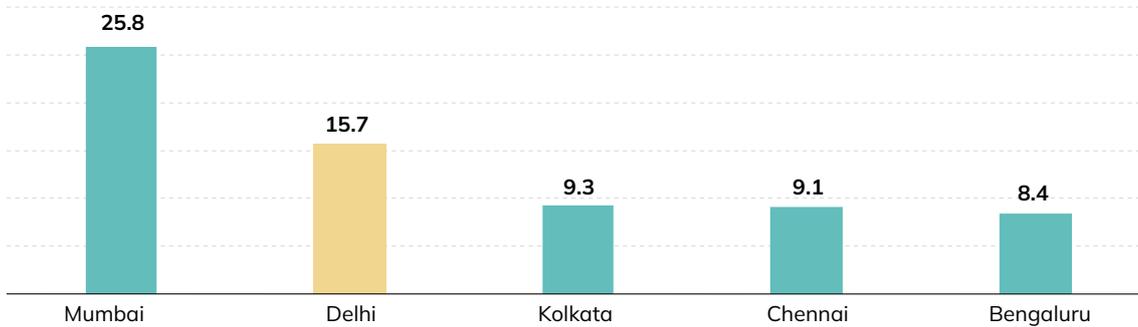


Source: Confonet (now e-Jagriti)

40-F: Cases filed in the insurance sector in five metros (2010-2024)

Nearly one in six cases in Delhi's DCDCs were filed under insurance.

Share of insurance in total cases filed (%)

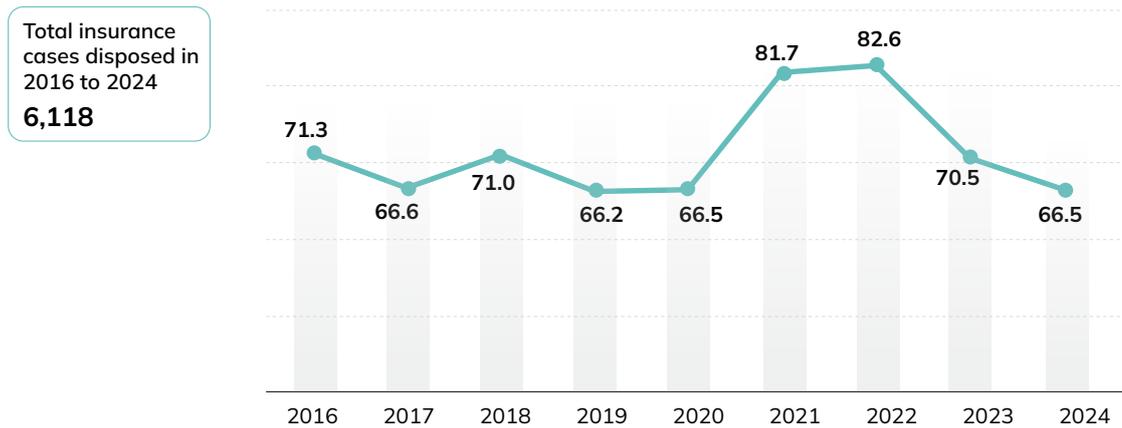


Cities arranged in descending order of share of insurance sector in total cases filed.
Source: Confonet (now e-Jagriti)

40-G: Disposal time in insurance cases in Delhi (2016-2024)

Since 2016, two in three disposed insurance cases in Delhi DCDCs took more than six months.

Share of insurance cases in Delhi that took above 6 months to be disposed (%)

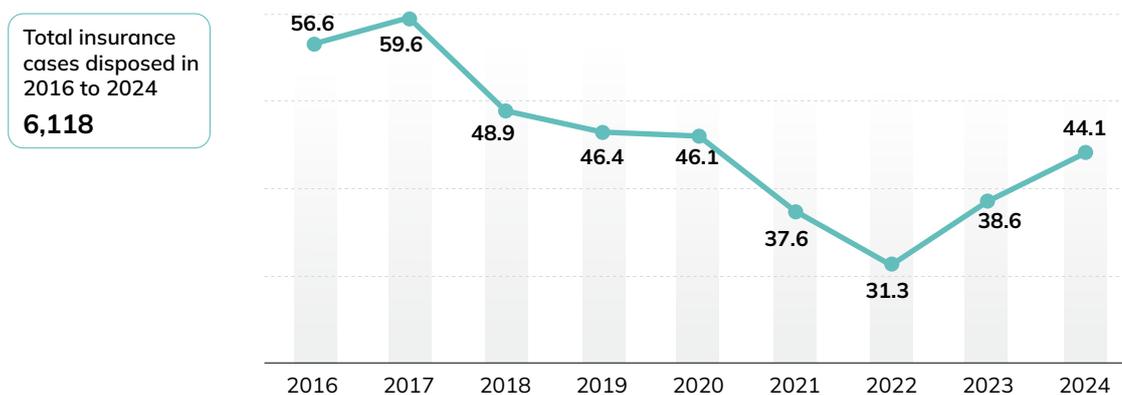


Source: Confonet (now e-Jagriti)

40-H: Number of hearings in insurance cases in Delhi (2016-2024)

Since 2018, less than half the disposed insurance cases in Delhi's DCDCs were cleared in one to five hearings.

Share of insurance cases in Delhi that were disposed in 1 to 5 hearings (%)



Source: Confonet (now e-Jagriti)

40-I: Cases filed in the housing sector in five metros (2010-2024)

Most cases (33%) in Bengaluru DCDRCs were filed under the housing sector.

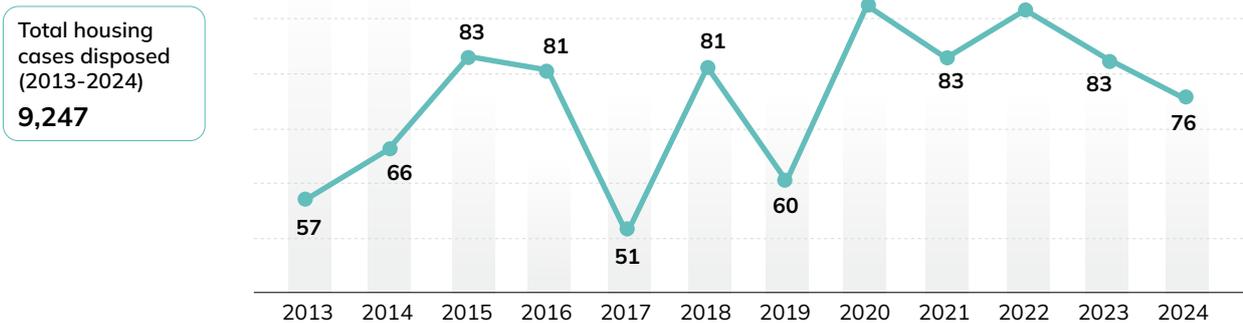
	Cases filed	Cases disposed	Case clearance rate (%)
Bengaluru	13,986	46,627	80.7
Kolkata	10,221	37,015	71.9
Mumbai	6,846	24,358	63.9
Delhi	4,430	16,981	64.4
Chennai	214	7,203	83.6
Total	35,697	1,32,184	73.0

Cities arranged in descending order of total housing cases filed.
Source: Confonet (now e-Jagriti)

40-J: Disposal time in housing cases in Bengaluru (2013-2024)

Since 2013, more than half the disposed housing cases each year were cleared in more than six months.

Share of housing cases in Bengaluru that took more than 6 months to be disposed (%)



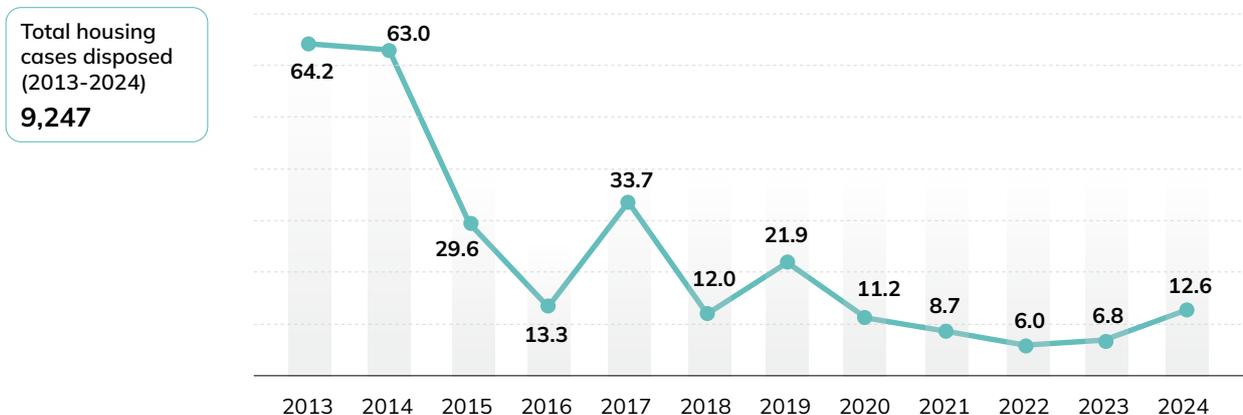
Total housing cases disposed (2013-2024)
9,247

Source: Confonet (now e-Jagriti)

40-K: Number of hearings in housing cases in Bengaluru (2013-2024)

Since 2018, at most 22% of disposed housing cases in any year in Bengaluru's DCDRCs were cleared within one to five hearings

Share of housing cases in Bengaluru that were disposed in 1 to 5 hearings (%)



Total housing cases disposed (2013-2024)
9,247

Source: Confonet (now e-Jagriti)

Annexures

Annexure A1: RTI Questions to National Consumer Dispute Redressal Commission (NCDRCs)

1. The number of sanctioned and actual strength of the President and members serving at the National Consumer Disputes Redressal Commission in the years 2021, 2022, 2023, 2024 and 2025.
2. The number of sanctioned and actual total staff employed (permanent, contractual and on deputation) at the National Consumer Disputes Redressal Commission in the years 2022, 2023, 2024 and 2025.
3. The number of sanctioned and actual staff employed for data entry and management at the National Consumer Disputes Redressal Commission in the years 2022, 2023, 2024 and 2025.
4. The sanctioned and actual strength of women at the National Consumer Disputes Redressal Commission in the years 2022, 2023, 2024 and 2025 :
 - a. president and members
 - b. the total staff (permanent, contractual and on deputation)
5. The following case information at the National Consumer Disputes Redressal Commission in the years 2022, 2023, 2024 and 2025 :
 - a. The number of cases instituted
 - b. The number of cases disposed of;
 - c. The number of cases pending
6. The following case information of cases pending at the National Consumer Disputes Redressal Commission as of March 2025:
 - a. The number of cases pending since 0-1 years
 - b. The number of cases pending since 1-3 years
 - c. The number of cases pending since more than 3 years
7. The number of cases referred and disposed of at the National Consumer Disputes Redressal Commission via Lok Adalats in the years 2022, 2023 and 2024.
8. The allocated budget and actual expenditure for the National Consumer Disputes Redressal Commission in each of the following years - 2021-22, 2022-23, 2023-24 and 2024-25 along with copies of the Utilisation Certificates for each year.
9. The budget allocated and actual expenditure towards mediation related expenses at the National Consumer Disputes Redressal Commission in each of the following years - 2021-22, 2022-23, 2023-24 and 2024-25.
10. The following case information at the Mediation Cell at the National Consumer Disputes Redressal Commission in the years 2022, 2023, 2024 and 2025:
 - a. The number of cases referred for Mediation;
 - b. The number of cases disposed of;
 - c. The number of cases pending.
11. The names of the trained mediators available at the National Consumer Disputes Redressal Commission in the years 2022, 2023, 2024 and 2025.
12. Whether the National Consumer Disputes Redressal Commission publishes annual reports? If so please provide copies of the same for the years 2022, 2023 and 2024 either in hardcopy or softcopy format to me at [email id redacted].
13. The names and addresses of recognised testing labs and empanelled hospitals at the National Consumer Disputes Redressal Commission in cases where testing or medical opinion is required.

National Commission Data

NCDRC	2021	2022	2023	2024	2025
President Sanctioned	1	1	1	1	1
President Actual	1	1	1	1	1
President Vacancy (%)	0	0	0	0	0
Member Sanctioned	11	11	11	11	11
Member Actual	5	8	10	9	9
Member Vacancy (%)	54.5	27.3	9.1	18.2	18.2
Staff Sanctioned	169	169	169	169	169
Staff Actual	N.P.	N.P.	N.P.	249	245
Staff Vacancy (%)	NA	NA	NA	-47.3	-45.0
Data Staff Sanctioned	0	0	0	0	0
Data Staff Actual	N.P.	N.P.	N.P.	N.P.	N.P.
Women President	N.P.	N.P.	N.P.	0	0
Women Members	N.P.	N.P.	N.P.	2	2
Women Staff	N.P.	N.P.	N.P.	59	59
Cases filed	3142	4877	7128	6418	1235
Cases disposed	1974	2935	4584	3467	313
CCR (%)	62.83	60.18	64.31	54.02	25.34
Cases referred for mediation	N.P.	28	10	11	3
Cases settled	N.P.	4	3	2	0
CCR (%)	N.P.	14.3	30.0	18.2	0
Budget Allocation (in lakh)	2069.72	3206.15	3669.32	4050.51	N.P.
Budget Expenditure (in lakh)	2069.31	3203.03	3668.84	4069.69	N.P.
Utilisation (%)	99.98	99.90	99.99	100.47	N.P.

Note: Data for the year 2025 is as on 31st March, 2025. No information was provided for question nos. 6, 7, 9, 11, 12 and 13.

Annexure A2: RTI Questions to State Consumer Dispute Redressal Commissions (SCDRCs)

1. Whether any regional benches have been set up by the State Consumer Disputes Redressal Commission as provided under Section 42 (2) Consumer Protection Act, 2019. If so, details of the same.
2. The number of sanctioned and actual strength of the President and members serving at the State Consumer Disputes Redressal Commission (and its regional benches if any) in the years 2021, 2022, 2023, 2024 and 2025.
3. The number of sanctioned and actual total staff employed (permanent, contractual and on deputation) at the State Consumer Disputes Redressal Commission (and its regional benches if any) in the years 2021, 2022, 2023, 2024 and 2025.
4. The number of sanctioned and actual staff employed for data entry and management at the State Consumer Disputes Redressal Commission (and its regional benches if any) in the years 2021, 2022, 2023, 2024 and 2025.
5. The sanctioned and actual strength of women at the State Consumer Disputes Redressal Commission (and its regional benches if any) in the years 2021, 2022, 2023, 2024 and 2025:
 - a. president and members
 - b. the total staff (permanent, contractual and on deputation)
6. The following case information at the State Consumer Disputes Redressal Commission in the years 2022, 2023, 2024 and 2025.
 - a. The number of cases instituted
 - b. The number of cases disposed of;
 - c. The number of cases pending
7. The following case information of cases pending at the State Consumer Disputes Redressal Commission as of March 2025:
 - a. The number of cases pending since 0-1 years
 - b. The number of cases pending since 1-3 years
 - c. The number of cases pending since more than 3 years
8. The number of cases referred and disposed of at the State Consumer Disputes Redressal Commission via Lok Adalats in the years 2022, 2023, 2024 and 2025.
9. The allocated budget and actual expenditure for the State Consumer Disputes Redressal Commission (and its regional benches if any) in each of the following years 2021-22, 2022-23, 2023-24 and 2024-25 alongwith copies of the Utilisation Certificates of each year.
10. The following case information at the Mediation Cell at the State Consumer Disputes Redressal Commission (and its regional benches if any) in the years 2022, 2023, 2024 and 2025:
 - a. The number of cases referred for mediation;
 - b. The number of cases disposed of;
 - c. The number of cases pending.
11. The current number of trained mediators available at the State Consumer Disputes Redressal Commission. (and its regional benches if any).
12. The budget allocated for expenditure towards mediation related expenses at the State Consumer Disputes Redressal Commission (and its regional benches if any) in the years 2021-22, 2022-23, 2023-24 and 2024-25.
13. Whether the State Consumer Disputes Redressal Commission publishes annual reports? If so please provide copies of the same for the years 2022, 2023 and 2024 either in hardcopy or softcopy format to me at [email id redacted].
14. The names and addresses of recognised testing labs and empanelled hospitals at the State Consumer Disputes Redressal Commission in cases where testing or medical opinion is required.

Annexure A3: RTI Questions to Districts Consumer Dispute Redressal Commissions (DCDRCs)

1. A list of ALL District Consumer Disputes Redressal Commissions set up in each district as provided under Section 28(1) of the Consumer Protection Act, 2019.
2. The sanctioned and actual strength of the President and members serving at EACH District Consumer Disputes Redressal Commission in the years 2021, 2022, 2023, 2024 and 2025.
3. The number of sanctioned and actual total staff employed (permanent, contractual and on deputation) at EACH District Consumer Disputes Redressal Commission in the years 2021, 2022, 2023, 2024 and 2025.
4. The number of sanctioned and actual staff employed for data entry and management at EACH District Consumer Disputes Redressal Commission in the years 2021, 2022, 2023, 2024 and 2025.
5. The sanctioned and actual strength of women at EACH District Consumer Disputes Redressal Commission in the years 2021, 2022, 2023, 2024 and 2025.
 - a. president and members
 - b. the total staff (permanent, contractual and on deputation)
6. The following case information at EACH District Consumer Disputes Redressal Commission in the years 2022, 2023, 2024 and 2025:
 - a. The number of cases instituted
 - b. The number of cases disposed of;
 - c. The number of cases pending
7. The following case information of cases pending at EACH District Consumer Disputes Redressal Commission as of March 2025:
 - a. The number of cases pending since 0-1 years
 - b. The number of cases pending since 1-3 years
 - c. The number of cases pending since more than 3 years
8. The number of cases referred and disposed of at EACH District Consumer Disputes Redressal Commission via Lok Adalats in the years 2022, 2023, 2024 and 2025.
9. The allocated budget and actual expenditure for the EACH District Consumer Disputes Redressal Commission for each financial year in the years 2021-22, 2022-23, 2023-24 and 2024-25.
10. The budget allocated for expenditure towards mediation related expenses at EACH District Consumer Disputes Redressal Commission in the years 2021-22, 2022-23, 2023-24 and 2024-25.
11. The number of mediation cells established and operational in EACH District Consumer Disputes Redressal Commissions as per Section 74 of the Consumer Protection Act, 2019.
12. The following case information for EACH Mediation Centre operational across District Consumer Disputes Redressal Commissions in the years 2022, 2023, 2024 and 2025:
 - a. The number of cases referred for Mediation;
 - b. The number of cases disposed of;
 - c. The number of cases pending.
13. The current number of trained mediators available at EACH District Consumer Disputes Redressal Commission.
14. The names and addresses of recognised testing labs and empanelled hospitals at EACH District Consumer Disputes Redressal Commission in cases where testing or medical opinion is required.

Annexure A4: RTI Questions to Central Consumer Protection Authority

RTI Matters

CCPA-9/37/2025-CCPA
Government of India
Department of Consumer Affairs
Central Consumer Protection Authority (CCPA)

Krishna Bhawan, New Delhi
The 24th April 2025

To



Subject: Information sought under RTI Act, 2005 - reg.

Sir,

I am to refer to your online RTI application having registration no. CCPA/R/E/25/00059 dated 18.03.2025 received in CCPA on 25.03.2025 and the point-wise information is as follows:

Sl. No	Information sought	Reply to RTI
i.	The number of inquiries under Section 18 (2) (a) of the Consumer Protection Act, 2019 made by the Central Consumer Protection Authority in the years 2022, 2023, 2024 and 2025 on: a. receipt of a complaint, b. suo moto, c. as directed by the Central Government A tabular format is provided in the annexures, for your convenience.	The details of the orders passed by the CCPA till date are available on the CCPA's website in the public interest. You can visit the following link: https://dca.gov.in/ccpa/orders-advisories.php?page_no=1
ii.	The number of inquiries referred to the District Collector or the Director General for investigation under Section 19 (1) of the Consumer Protection Act, 2019 in the years 2022, 2023, 2024 and 2025.	The details of the orders passed by the CCPA till date are available on the CCPA's website in the public interest. You can visit the following link: https://dca.gov.in/ccpa/orders-advisories.php?page_no=1 Also, it is informed that the information covered under Section 8 (h) of the RTI Act, 2005, is exempted.
iii.	The number of complaints filed by the Central Consumer Protection Authority before the District Commission, the State Commission or the National Commission under Section 18 (2) (b) of the Consumer Protection Act, 2019 in the years 2022, 2023, 2024 and 2025.	NIL



Annexure A4: RTI Questions to Central Consumer Protection Authority

RTI Matters

CCPA-9/37/2025-CCPA
Government of India
Department of Consumer Affairs
Central Consumer Protection Authority (CCPA)

Krishi Bhawan, New Delhi
The 24th April 2025



Subject: - Information sought under RTI Act, 2005 - reg.

I am to refer to your online RTI application having registration no. PAD/P/E/25/00059 dated 18.03.2025 received in CCPA on 25.03.2025 and point-wise information is as follows:

i. Information sought	Reply to RTI
<p>The number of inquiries under Section 18 (2) (a) of the Consumer Protection Act, 2019 made by the Central Consumer Protection Authority in the years 2022, 2023, 2024 and 2025 on:</p> <p>a. receipt of a complaint, b. suo moto, c. as directed by the Central Government.</p> <p>A tabular format is provided in the annexures, for your convenience</p>	<p>The details of the orders passed by the CCPA till date are available on the CCPA's website in the public interest. You can visit the following link: https://dca.gov.in/ccpa/orders-advisories.php?page_no=1</p>
<p>The number of inquiries referred to the District Collector or the Director General for investigation under Section 19 (1) of the Consumer Protection Act, 2019 in the years 2022, 2023, 2024 and 2025.</p>	<p>The details of the orders passed by the CCPA till date are available on the CCPA's website in the public interest. You can visit the following link: https://dca.gov.in/ccpa/orders-advisories.php?page_no=1</p> <p>Also, it is informed that the information covered under Section 8 (f) of the RTI Act, 2005, is exempted.</p>
<p>ii. The number of complaints filed by the Central Consumer Protection Authority before the District Commission, the State Commission or the National Commission under Section 18 (2) (b) of the Consumer Protection Act, 2019 in the years 2022, 2023, 2024 and 2025.</p>	<p>NIL</p>



Annexure A4: RTI Questions to Central Consumer Protection Authority

RTI Matters

CCPA-9/37/2025-CCPA
Government of India
Department of Consumer Affairs
Central Consumer Protection Authority (CCPA)

Krishi Bhawan, New Delhi
The 24th April 2025

To



Subject: - Information sought under RTI Act, 2005 - reg.

Sir,

I am to refer to your online RTI application having registration no. CCPAD/R/E/25/00059 dated 18.03.2025 received in CCPA on 25.03.2025 and the point-wise information is as follows:

Sl. No	Information sought	Reply to RTI
1.	The number of inquiries under Section 18 (2) (a) of the Consumer Protection Act, 2019 made by the Central Consumer Protection Authority in the years 2022, 2023, 2024 and 2025 on: a receipt of a complaint	The details of the orders passed by the CCPA till date are available on the CCPA's website in the public interest. You can visit the following link: https://dca.gov.in/ccpa/orders-advisories.php?page_no=1

Annexure A5: RTI Questions to Department of Consumer Affairs (DCA)

RTI Matters

No. J-11/155/2024-CPU [E-35572]

Government of India
Ministry of Consumer Affairs, Food & Public Distribution
Department of Consumer Affairs
...

Kashy Bhawan, New Delhi
Date: 7th April 2025

To



Subject: Information sought under RTI Act, 2005 – reg.

Madam,

I am to refer to your online RTI application having registration no. DCCAF/R/ E/25/00233 dated 19th March 2025 and to provide the point-wise information in respect of Consumer Protection Unit as follows:

S.No.	Information sought	Information Provided under the RTI Act, 2005
Q (1)	Whether any legislative impact study of the Consumer Protection Act 2019 has been conducted/authorised by the Department of Consumer Affairs Government of India. If yes, please provide a copy of the findings of the same either in hardcopy or softcopy format to [redacted] at [redacted].	It is informed that query raised does not fall within the purview of the definition of 'information' as per section 2(f) of the RTI Act, 2005.
Q (2)	The list of details of the case types that are displayed as main case types on the E-governance platform of the Department of Consumer Affairs.	Your RTI application is transferred to the CPIO, (National Informatics Centre) Ministry of Electronics and Information Technology under Section 5(3) of the RTI Act, 2005, for providing the requisite information, pertaining to them, directly to you for the reply of point no. 2.
Q (3)	The budget allocated by the Department of Consumer Affairs Government of India to each State Government and its actual expenditure by each State in each of the following years 2021-22, 2022-23, and 2023-24 alongwith copies of the Utilisation Certificates of the same.	For budget related information please visit on the following link: https://consumeraffairs.nic.in/organisation-and-units/default.aspx?integrated-finance/budget
Q (4)	The total available funds within the Consumer Welfare Fund and its beneficiary-wise expenditure in each of the following years - 2021-22, 2022-23 and 2023-24.	Your RTI application is transferred to the CPIO, (CWF) Department of Consumer Affairs under Section 5(3) of the RTI Act, 2005 for providing the requisite information, pertaining to them, directly to you for the reply of point no. 4.

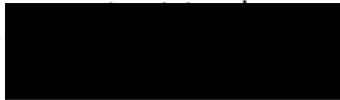
Annexure A5: RTI Questions to Department of Consumer Affairs (DCA)

No. J-11/155/2024-CPU [E-35572]

Government of India
Ministry of Consumer Affairs, Food & Public Distribution
Department of Consumer Affairs
...

Krish Ghawan, New Delhi
The 7th April 2025

To



Subject - Information sought under RTI Act, 2005 – reg

Madam,

I am to refer to your online RTI application having registration no. DCCAF/RTI/25/00233 dated 19th March 2025 and to provide the point-wise information in respect of Consumer Protection Unit as follows:

S.No.	Information sought	Information Provided under the RTI Act, 2005
Q (1)	Whether any legislative impact study of the Consumer Protection Act 2019 has been conducted/authorised by the Department of Consumer Affairs, Government of India. If yes, please provide a copy of the findings of the same either in hardcopy or softcopy format to me	It is informed that query raised does not fall within the purview of the definition of 'information' as per section 2(f) of the RTI Act, 2005.

Annexure A5: RTI Questions to Department of Consumer Affairs (DCA)

RTI Matters

No. J-11/165/2024-CPU (E-35572)
 Government of India
 Ministry of Consumer Affairs, Food & Public Distribution
 Department of Consumer Affairs

Krish Bhawan, New Delhi
 Tue 7- April 2025

To



Subject - Information sought under RTI Act, 2005 - etc

Madam

I am to refer to your online RTI application having registration no. DOCAF/RTI/25/00233 dated 18th March 2025 and to provide the point-wise information in respect of Consumer Protection Act as follows:

S.No.	Information sought	Information Provided under the RTI Act, 2005
Q (1)	Whether any legislative impact study of the Consumer Protection Act 2019 has been conducted/authorised by the Department of Consumer Affairs, Government of India. If yes, please provide a copy of the findings of the same either in hardcopy or softcopy format to [redacted] email.	It is informed that query raised does not fall within the purview of the definition of 'information' as per section 2(f) of the RTI Act, 2005.
Q (2)	The list of details of the case types that are deployed as 'main case types' on the E-governance platform of the Department of Consumer Affairs.	Your RTI application is transferred to the CP.O. (National Informatics Centre) Ministry of Electronics and Information Technology under Section 6(3) of the RTI Act, 2005, for providing the requisite information, pertaining to them, directly to you for the reply of point no. 2.
Q (3)	The budget allocated by the Department of Consumer Affairs, Government of India to each State Government and its actual expenditure by each State in each of the following years 2021-22, 2022-23, and 2023-24 along with copies of the Utilisation Certificates of the same.	For budget related information please visit on the following link: https://consumeraffairs.nic.in/organisation-and-units/divisional-integrated-finance-budget
Q (4)	The total available funds within the Consumer Welfare Fund and its beneficiary-wise expenditure in each of the following years - 2021-22, 2022-23 and 2023-24.	Your RTI application is transferred to the CP.O.(CWF) Department of Consumer Affairs, under Section 6(3) of the RTI Act, 2005 for providing the requisite information pertaining to them, directly to you for the reply of point no. 4.

Annexure B1: SCDRC Presidents

	President, sanctioned (all years)	President, actual				
		2021	2022	2023	2024	2025
Large and mid-sized states						
Andhra Pradesh	1	1	1	1	1	0
Assam	1	1	1	1	1	0
Bihar	1	NP	1	NP	NP	1
Chhattisgarh	1	NP	NP	NP	NP	1
Gujarat	1	1	1	1	1	1
Haryana	1	1	1	1	1	1
Jharkhand	1	0	0	0	0	0
Karnataka	1	1	1	NP	0	0
Kerala	1	1	1	1	1	1
Madhya Pradesh	1	1	1	1	1	0
Maharashtra	1	NP	NP	1	NP	1
Odisha	1	1	1	1	1	0
Punjab	1	NP	NP	NP	NP	1
Rajasthan	1	1	1	1	1	1
Tamil Nadu	1	1	1	1	NP	1
Telangana	1	NP	0	NP	NP	0
Uttar Pradesh	1	1	1	1	1	1
Uttarakhand	1	1	1	1	0	0
West Bengal	1	1	1	1	1	1
Small states						
Arunachal Pradesh	1	NP	NP	NP	NP	0
Goa	1	0	0	0	0	0
Himachal Pradesh	1	1	1	1	1	1
Manipur	1	NP	NP	NP	NP	0
Meghalaya	1	1	1	1	1	1
Mizoram	1	NP	NP	NP	NP	0
Nagaland	1	1	1	1	1	1
Sikkim	1	1	1	1	1	0
Tripura	1	NP	NP	NP	NP	1
Union Territories						
A&N Islands	1	1	1	0	0	0
Chandigarh	1	NP	NP	NP	NP	1
D&N Haveli and D&D	1	NP	NP	NP	NP	0
Delhi	1	1	1	1	1	1
Jammu & Kashmir	1	NP	0	0	0	0
Lakshadweep	1	NP	NP	NP	NP	1
Puducherry	1	1	1	1	0	0

Note: States and Union Territories arranged in respective cluster in alphabetical order.

Source: RTI responses from SCDRCs for the years 2021 to 2024; Lok Sabha Unstarred Question No. 5127, answered in April, 2025.

Annexure B2: SCDRC Members

	Members, sanctioned					Members, actual					Vacancy (%)				
	2021	2022	2023	2024	2025	2021	2022	2023	2024	2025	2021	2022	2023	2024	2025
Large and mid-sized states															
Andhra Pradesh	4	4	4	4	4	1	4	3	3	3	75.0	0.0	25.0	25.0	25.0
Assam	4	4	4	4	4	3	4	4	3	3	25.0	0.0	0.0	25.0	25.0
Bihar	NP	4	NP	NP	4	NP	4	NP	NP	4	NP	0.0	NP	NP	0.0
Chhattisgarh	NP	NP	NP	NP	4	NP	NP	NP	NP	1	NP	NP	NP	NP	75.0
Gujarat	NP	NP	NP	NP	8	NP	4	NP	NP	5	NP	NP	NP	NP	37.5
Haryana	4	4	4	4	4	2	3	4	4	4	50.0	25.0	0.0	0.0	0.0
Jharkhand	4	4	4	4	4	3	3	3	1	1	25.0	25.0	25.0	75.0	75.0
Karnataka	4	4	NP	6	8	4	4	NP	6	1	0.0	0.0	NP	0.0	87.5
Kerala	4	4	4	4	4	4	4	4	2	1	0.0	0.0	0.0	50.0	75.0
Madhya Pradesh	5	5	5	5	5	2	5	4	2	2	60.0	0.0	20.0	60.0	60.0
Maharashtra	NP	NP	11	NP	11	NP	NP	10	NP	7	NP	NP	9.1	NP	36.4
Odisha	4	4	NP	NP	4	2	4	4	4	4	50.0	0.0	NP	NP	0.0
Punjab	NP	NP	NP	NP	4	NP	NP	NP	NP	3	NP	NP	NP	NP	25.0
Rajasthan	10	10	10	10	10	9	9	9	8	7	10.0	10.0	10.0	20.0	30.0
Tamil Nadu	4	4	4	NP	4	4	4	4	NP	0	0.0	0.0	0.0	NP	100.0
Telangana	NP	NP	NP	NP	4	NP	NP	NP	NP	4	NP	NP	NP	NP	0.0
Uttar Pradesh	10	10	10	10	4	4	4	4	4	3	60.0	60.0	60.0	60.0	25.0
Uttarakhand	4	4	4	4	4	4	3	3	3	3	0.0	25.0	25.0	25.0	25.0
West Bengal	6	6	6	6	10	6	4	6	6	5	0.0	33.3	0.0	0.0	50.0
Small states															
Arunachal Pradesh	NP	NP	NP	NP	2	NP	NP	NP	NP	0	NP	NP	NP	NP	100.0
Goa	4	4	4	4	4	4	3	2	2	2	0.0	25.0	50.0	50.0	50.0
Himachal Pradesh	2	2	2	2	2	2	2	1	0	0	0.0	0.0	50.0	100.0	100.0
Manipur	NP	NP	NP	NP	4	NP	NP	NP	NP	3	NP	NP	NP	NP	25.0
Meghalaya	4	4	4	4	4	4	4	3	3	2	0.0	0.0	25.0	25.0	50.0
Mizoram	NP	NP	NP	NP	4	NP	NP	NP	NP	2	NP	NP	NP	NP	50.0
Nagaland	NP	NP	NP	NP	2	2	2	2	2	1	NP	NP	NP	NP	50.0
Sikkim	2	2	2	2	4	1	2	2	2	2	50.0	0.0	0.0	0.0	50.0
Tripura	NP	NP	NP	NP	2	NP	NP	NP	NP	2	NP	NP	NP	NP	0.0
Union Territories															
A&N Islands	4	4	4	4	4	4	4	4	4	4	0.0	0.0	0.0	0.0	0.0
Chandigarh	NP	NP	NP	NP	4	NP	NP	NP	NP	3	NP	NP	NP	NP	25.0
D&N Haveli and D&D	NP	NP	NP	NP	3	NP	NP	NP	NP	1	NP	NP	NP	NP	66.7
Delhi	3	4	4	4	4	3	4	4	4	3	0.0	0.0	0.0	0.0	25.0
Jammu & Kashmir	NP	4	4	4	4	NP	3	3	3	3	NP	25.0	25.0	25.0	25.0
Lakshadweep	NP	4	NP	NP	4	NP	4	NP	NP	4	NP	0.0	NP	NP	0.0
Puducherry	2	2	2	2	4	1	2	2	2	2	50.0	0.0	0.0	0.0	50.0

Note: States and Union Territories arranged in respective cluster in alphabetical order.

Source: RTI responses from SCDRCs for the years 2021 to 2024; Lok Sabha Unstarred Question No. 5127, answered in April, 2025.

Annexure B3: Women Presidents

	President, actual					Woman President				
	2021	2022	2023	2024	2025	2021	2022	2023	2024	2025
Large and mid-sized states										
Andhra Pradesh	1	1	1	1	0	0	0	0	0	0
Assam	1	1	1	1	0	1	0	0	0	0
Bihar	NP	1	NP	NP	1	NP	NP	NP	NP	NP
Chhattisgarh	NP	NP	NP	NP	1	NP	NP	NP	NP	NP
Gujarat	1	1	1	1	1	0	0	0	0	0
Haryana	1	1	1	1	1	NP	NP	NP	NP	NP
Jharkhand	0	0	0	0	0	0	0	0	0	0
Karnataka	1	1	NP	0	0	NP	NP	NP	NP	NP
Kerala	1	1	1	1	1	0	0	0	0	0
Madhya Pradesh	1	1	1	1	0	0	0	0	0	0
Maharashtra	NP	NP	1	NP	1	NP	NP	NP	NP	NP
Odisha	1	1	1	1	0	1	1	NP	0	NP
Punjab	NP	NP	NP	NP	1	NP	NP	NP	NP	NP
Rajasthan	1	1	1	1	1	0	0	0	0	NP
Tamil Nadu	1	1	1	NP	1	NP	NP	NP	NP	NP
Telangana	NP	0	NP	NP	0	NP	NP	NP	NP	NP
Uttar Pradesh	1	1	1	1	1	NP	NP	NP	NP	NP
Uttarakhand	1	1	1	0	0	0	0	0	0	0
West Bengal	1	1	1	1	1	0	0	0	0	0
Small states										
Arunachal Pradesh	NP	NP	NP	NP	0	NP	NP	NP	NP	NP
Goa	0	0	0	0	0	0	0	0	0	0
Himachal Pradesh	1	1	1	1	1	0	0	0	0	NP
Manipur	NP	NP	NP	NP	0	NP	NP	NP	NP	NP
Meghalaya	1	1	1	1	1	0	0	0	0	0
Mizoram	NP	NP	NP	NP	0	NP	NP	NP	NP	NP
Nagaland	1	1	1	1	1	0	0	0	0	0
Sikkim	1	1	1	1	0	0	0	NP	1	1
Tripura	NP	NP	NP	NP	1	NP	NP	NP	NP	NP
Union Territories										
A&N Islands	1	1	0	0	0	NP	NP	NP	NP	NP
Chandigarh	NP	NP	NP	NP	1	NP	NP	NP	NP	NP
D&N Haveli and D&D	NP	NP	NP	NP	0	NP	NP	NP	NP	NP
Delhi	1	1	1	1	1	NP	NP	NP	1	1
Jammu & Kashmir	NP	0	0	0	0	NP	NP	NP	NP	NP
Lakshadweep	NP	NP	NP	NP	1	NP	NP	NP	NP	NP
Puducherry	1	1	1	0	0	NP	NP	NP	NP	NP

Note: States and Union Territories arranged in respective cluster in alphabetical order.

Source: RTI responses from SCDRCs for the years 2021 to 2025.

Annexure B4: Women members

	Members, actual					Women members				
	2021	2022	2023	2024	2025	2021	2022	2023	2024	2025
Large and mid-sized states										
Andhra Pradesh	1	4	3	3	3	0	0	1	1	1
Assam	3	4	4	3	3	1	1	1	1	0
Bihar	NP	4	NP	NP	4	NP	NP	NP	NP	NP
Chhattisgarh	NP	NP	NP	NP	1	NP	NP	NP	NP	NP
Gujarat	NP	4	NP	NP	5	NP	2	NP	NP	NP
Haryana	2	3	4	4	4	NP	NP	NP	NP	NP
Jharkhand	3	3	3	1	1	1	1	1	0	0
Karnataka	4	4	NP	2	1	NP	NP	NP	1	NP
Kerala	4	4	4	2	1	1	1	1	0	0
Madhya Pradesh	2	5	4	2	2	1	1	1	1	1
Maharashtra	NP	NP	10	NP	7	NP	NP	NP	NP	NP
Odisha	2	4	4	4	4	1	1	1	1	1
Punjab	NP	NP	NP	NP	3	NP	NP	NP	NP	NP
Rajasthan	9	9	9	8	7	2	2	2	1	NP
Tamil Nadu	4	4	4	NP	0	NP	NP	NP	NP	NP
Telangana	NP	NP	NP	NP	4	NP	NP	NP	NP	NP
Uttar Pradesh	4	4	4	4	3	NP	NP	NP	NP	NP
Uttarakhand	4	3	3	3	3	2	1	1	1	1
West Bengal	6	4	6	6	5	2	2	3	1	3
Small states										
Arunachal Pradesh	NP	NP	NP	NP	0	NP	NP	NP	NP	NP
Goa	4	3	2	2	2	2	2	2	2	NP
Himachal Pradesh	2	2	1	0	0	1	1	1	0	NP
Manipur	NP	NP	NP	NP	3	NP	NP	NP	NP	NP
Meghalaya	4	4	3	3	2	1	1	1	1	1
Mizoram	NP	NP	NP	NP	2	NP	NP	NP	NP	NP
Nagaland	2	2	2	2	1	1	1	1	1	1
Sikkim	1	2	2	2	2	1	1	1	1	NP
Tripura	NP	NP	NP	NP	2	NP	NP	NP	NP	NP
Union Territories										
A&N Islands	4	4	4	4	4	1	1	1	1	1
Chandigarh	NP	NP	NP	NP	3	NP	NP	NP	NP	NP
D&N Haveli and D&D	NP	NP	NP	NP	1	NP	NP	NP	NP	NP
Delhi	3	4	4	4	3	1	1	1	1	1
Jammu & Kashmir	NP	3	3	3	3	NP	2	2	2	2
Lakshadweep	NP	4	NP	NP	4	NP	NP	NP	NP	2
Puducherry	1	2	2	2	2	1	1	1	1	1

Note: States and Union Territories arranged in respective cluster in alphabetical order.

Source: RTI responses from SCDRCs for the years 2021 to 2025.

Annexure B5: SCDRC staff

	Staff, sanctioned					Staff, actual					Staff, vacancy (%)				
	2021	2022	2023	2024	2025	2021	2022	2023	2024	2025	2021	2022	2023	2024	2025
Large and mid-sized states															
Andhra Pradesh	31	31	31	31	31	33	33	34	32	32	-6.45	-6.45	-9.68	-3.23	-3.23
Assam	6	6	6	6	6	8	9	13	14	14	-33.33	-50.00	-116.67	-133.33	-133.33
Bihar	NP	29	NP	NP	28	NP	20	NP	NP	20	NP	31.03	NP	NP	28.57
Chhattisgarh	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP
Gujarat	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP
Haryana	40	45	45	45	45	33	39	40	38	38	17.50	13.33	11.11	15.56	15.56
Jharkhand	14	14	14	14	14	4	4	6	5	5	71.43	71.43	57.14	64.29	64.29
Karnataka	36	51	NP	61	61	37	43	NP	56	53	-2.78	15.69	NP	8.20	13.11
Kerala	25	27	27	27	27	25	27	27	27	27	0.00	0.00	0.00	0.00	0.00
Madhya Pradesh	36	NP	36	36	36	33	NP	33	33	31	8.33	NP	8.33	8.33	13.89
Maharashtra	NP	37	NP	NP	51	NP	26	NP	NP	43	NP	29.73	NP	NP	15.69
Odisha	21	21	NP	NP	NP	12	12	12	12	12	42.86	42.86	NP	NP	NP
Punjab	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP
Rajasthan	110	113	134	NP	130	75	100	95	NP	83	31.82	11.50	29.10	NP	36.15
Tamil Nadu	NP	NP	NP	NP	31	NP	NP	NP	NP	31	NP	NP	NP	NP	0.00
Telangana	NP	27	NP	NP	NP	NP	21	NP	NP	NP	NP	22.22	NP	NP	NP
Uttar Pradesh	81	81	NP	81	81	54	54	NP	48	59	33.33	33.33	NP	40.74	27.16
Uttarakhand	21	21	21	21	21	17	17	16	14	14	19.05	19.05	23.81	33.33	33.33
West Bengal	35	35	35	35	35	35	34	36	35	34	0.00	2.86	-2.86	0.00	2.86
Small states															
Arunachal Pradesh	7	7	NP	NP	NP	6	6	NP	NP	NP	14.29	14.29	NP	NP	NP
Goa	NP	NP	NP	NP	NP	13	14	14	14	NP	NP	NP	NP	NP	NP
Himachal Pradesh	39	41	41	NP	41	30	38	37	NP	36	23.08	7.32	9.76	NP	12.20
Manipur	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP
Meghalaya	8	9	9	9	9	8	9	8	9	9	0.00	0.00	11.11	0.00	0.00
Mizoram	8	7	NP	NP	NP	8	7	NP	NP	NP	0.00	0.00	NP	NP	NP
Nagaland	NP	NP	NP	NP	NP	8	8	8	8	8	NP	NP	NP	NP	NP
Sikkim	20	20	20	NP	20	14	14	14	NP	15	30.00	30.00	30.00	NP	25.00
Tripura	NP	NP	NP	NP	NP	8	8	NP	NP	NP	NP	NP	NP	NP	NP
Union Territories															
A&N Islands	NP	NP	NP	NP	NP	1	1	1	1	0	NP	NP	NP	NP	NP
Chandigarh	38	38	NP	NP	NP	35	35	NP	NP	NP	7.89	7.89	NP	NP	NP
D&N Haveli and D&D	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP
Delhi	16	16	16	49	53	16	16	15	48	32	0.00	0.00	6.25	2.04	39.62
Jammu & Kashmir	NP	NP	NP	NP	NP	NP	4	4	13	14	NP	NP	NP	NP	NP
Lakshadweep	NP	14	NP	NP	3	NP	14	NP	NP	3	NP	0.00	NP	NP	0.00
Puducherry	4	4	4	11	11	3	4	3	6	6	25.00	0.00	25.00	45.45	45.45

Note: States and Union Territories arranged in respective cluster in alphabetical order.

Source: RTI responses from SCDRCs for the years 2021 to 2025.

Annexure B6: SCDRC data staff

	Data staff, sanctioned					Data staff, actual				
	2021	2022	2023	2024	2025	2021	2022	2023	2024	2025
Large and mid-sized states										
Andhra Pradesh	1	1	1	1	1	1	1	1	1	1
Assam	0	0	0	0	0	1	1	1	1	1
Bihar	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP
Chhattisgarh	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP
Gujarat	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP
Haryana	NP	NP	NP	NP	NP	NP	NP	NP	NP	1
Jharkhand	NP	NP	NP	NP	NP	0	0	0	0	0
Karnataka	NP	NP	NP	1	1	NP	NP	NP	0	0
Kerala	0	0	0	0	0	0	0	0	0	0
Madhya Pradesh	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP
Maharashtra	NP	NP	NP	NP	0	NP	NP	NP	NP	1
Odisha	0	0	0	0	0	0	0	0	0	0
Punjab	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP
Rajasthan	0	0	0	0	0	0	0	0	0	0
Tamil Nadu	NP	NP	NP	NP	NP	NP	NP	NP	NP	2
Telangana	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP
Uttar Pradesh	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP
Uttarakhand	1	1	1	1	1	1	1	1	1	1
West Bengal	0	0	0	0	0	0	0	0	0	0
Small states										
Arunachal Pradesh	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP
Goa	0	0	0	0	0	0	0	0	0	0
Himachal Pradesh	0	0	0	0	0	0	0	0	0	0
Manipur	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP
Meghalaya	1	1	1	1	1	1	1	1	1	1
Mizoram	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP
Nagaland	NP	NP	NP	NP	NP	1	1	1	1	1
Sikkim	0	0	0	0	0	0	0	0	0	1
Tripura	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP
Union Territories										
A&N Islands	0	0	0	0	0	0	0	0	0	0
Chandigarh	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP
D&N Haveli and D&D	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP
Delhi	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP
Jammu & Kashmir	NP	0	0	0	0	NP	1	1	1	1
Lakshadweep	NP	NP	NP	NP	NP	NP	NP	NP	NP	1
Puducherry	NP	NP	NP	NP	NP	1	1	1	1	1

Note: States and Union Territories arranged in respective cluster in alphabetical order.

Source: RTI responses from SCDRCs for the years 2021 to 2025.

Annexure B7: SCDRC women staff

	Staff, actual					Women staff				
	2021	2022	2023	2024	2025	2021	2022	2023	2024	2025
Large and mid-sized states										
Andhra Pradesh	33	33	34	32	32	7	7	7	7	7
Assam	8	9	13	14	14	1	1	1	1	1
Bihar	NP	20	NP	NP	20	NP	NP	NP	NP	NP
Chhattisgarh	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP
Gujarat	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP
Haryana	33	39	40	38	38	5	5	5	5	5
Jharkhand	4	4	6	5	5	0	0	0	0	0
Karnataka	37	43	NP	56	53	NP	NP	NP	24	23
Kerala	25	27	27	27	27	11	11	11	9	9
Madhya Pradesh	33	33	33	33	31	8	11	11	11	11
Maharashtra	NP	26	NP	12	12	1	1	1	1	1
Odisha	12	12	12	12	12	1	1	1	1	1
Punjab	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP
Rajasthan	75	100	95	83	NP	6	10	14	14	NP
Tamil Nadu	NP	NP	NP	31	NP	NP	NP	NP	7	NP
Telangana	NP	21	NP	NP	NP	NP	NP	NP	NP	NP
Uttar Pradesh	54	NP	NP	48	59	NP	NP	NP	NP	NP
Uttarakhand	17	17	16	14	14	1	1	1	1	1
West Bengal	35	34	36	35	34	10	9	8	9	8
Small states										
Arunachal Pradesh	6	6	NP	NP	NP	NP	NP	NP	NP	NP
Goa	13	14	14	14	NP	8	7	7	8	NP
Himachal Pradesh	30	38	37	36	NP	3	7	9	9	NP
Manipur	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP
Meghalaya	8	9	8	9	9	NP	NP	NP	NP	NP
Mizoram	8	7	NP	NP	NP	NP	NP	NP	NP	NP
Nagaland	8	8	8	8	8	4	4	4	5	5
Sikkim	14	14	14	15	NP	NP	NP	NP	6	NP
Tripura	8	8	NP	NP	NP	NP	NP	NP	NP	NP
Union Territories										
A&N Islands	1	1	1	1	NP	1	1	1	1	NP
Chandigarh	35	35	NP	NP	NP	NP	NP	NP	NP	NP
D&N Haveli and D&D	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP
Delhi	16	NP	15	48	32	NP	NP	NP	NP	NP
Jammu & Kashmir	NP	4	4	13	14	NP	2	2	3	4
Lakshadweep	NP	14	NP	3	NP	NP	NP	NP	2	NP
Puducherry	3	NP	3	6	6	NP	NP	NP	NP	NP

Note: States and Union Territories arranged in respective cluster in alphabetical order.

Source: RTI responses from SCDRCs for the years 2021 to 2025.

Annexure B8: Case clearance rate

	Cases filed					Cases disposed					Case clearance rate (%)				
	2020	2021	2022	2023	2024	2020	2021	2022	2023	2024	2020	2021	2022	2023	2024
Large and mid-sized states															
Andhra Pradesh	1,268	1,647	2,678	3,391	3,213	718	471	3,388	3,948	2,784	56.6	28.6	126.5	116.4	86.6
Assam	260	337	553	559	532	154	218	619	520	589	59.2	64.7	111.9	93.0	110.7
Bihar	2,299	2,724	5,257	4,240	3,731	568	814	3,054	4,877	3,253	24.7	29.9	58.1	115.0	87.2
Chhattisgarh	3,716	3,464	2,829	3,403	3,020	2,475	2,147	2,364	4,669	4,875	66.6	62.0	83.6	137.2	161.4
Gujarat	9,584	14,940	14,676	17,570	17,451	4,780	9,777	16,166	18,082	13,437	49.9	65.4	110.2	102.9	77.0
Haryana	9,228	10,362	11,958	13,241	13,005	2,662	4,569	9,020	11,815	10,388	28.8	44.1	75.4	89.2	79.9
Jharkhand	500	659	1,870	1,634	1,306	67	76	2,124	2,042	1,413	13.4	11.5	113.6	125.0	108.2
Karnataka	6,964	7,066	9,032	10,391	11,464	5,767	7,990	12,021	12,637	10,493	82.8	113.1	133.1	121.6	91.5
Kerala	4,524	4,974	6,117	8,467	11,336	2,432	3,725	7,222	6,715	6,964	53.8	74.9	118.1	79.3	61.4
Madhya Pradesh	12,833	17,442	16,301	11,783	10,190	5,392	9,127	21,194	18,401	15,538	42.0	52.3	130.0	156.2	152.5
Maharashtra	14,143	20,983	22,588	18,415	15,320	6,106	13,091	16,782	7,648	15,440	43.2	62.4	74.3	41.5	100.8
Odisha	3,195	3,427	4,106	5,913	5,461	1,795	2,579	5,188	7,146	4,658	56.2	75.3	126.4	120.9	85.3
Punjab	8,314	8,472	8,141	6,955	8,418	5,218	8,874	8,184	8,459	7,193	62.8	104.7	100.5	121.6	85.4
Rajasthan	10,552	14,776	14,796	13,624	12,028	5,133	11,379	11,573	12,391	11,348	48.6	77.0	78.2	90.9	94.3
Tamil Nadu	2,000	2,485	7,079	7,120	7,141	1,291	1,236	10,105	9,162	7,791	64.6	49.7	142.7	128.7	109.1
Telangana	2,640	3,533	4,369	3,954	3,974	2,027	2,567	5,395	4,581	4,088	76.8	72.7	123.5	115.9	102.9
Uttar Pradesh	13,946	14,984	20,412	19,002	17,363	4,477	13,560	26,112	25,832	20,473	32.1	90.5	127.9	135.9	117.9
Uttarakhand	1,717	1,659	2,214	1,101	664	1,324	1,343	2,250	934	602	77.1	81.0	101.6	84.8	90.7
West Bengal	4,113	4,688	6,350	5,662	4,897	1,894	2,259	7,138	6,800	4,180	46.0	48.2	112.4	120.1	85.4
Small states															
Arunachal Pradesh	13	13	22	39	42	9	9	19	30	23	69.2	69.2	86.4	76.9	54.8
Goa	176	271	177	214	250	115	184	180	379	245	65.3	67.9	101.7	177.1	98.0
Himachal Pradesh	772	1,038	2,267	2,408	2,196	540	818	1,834	2,159	2,475	69.9	78.8	80.9	89.7	112.7
Manipur	17	30	74	50	86	13	18	61	62	36	76.5	60.0	82.4	124.0	41.9
Meghalaya	21	31	67	55	68	9	20	191	60	48	42.9	64.5	285.1	109.1	70.6
Mizoram	36	56	67	64	99	85	113	107	53	57	236.1	201.8	159.7	82.8	57.6
Nagaland	7	21	13	12	5	2	3	15	12	1	28.6	14.3	115.4	100.0	20.0
Sikkim	7	14	22	32	47	14	19	10	26	26	200.0	135.7	45.5	81.3	55.3
Tripura	134	270	512	223	238	79	183	596	264	170	59.0	67.8	116.4	118.4	71.4
Union Territories															
A&N Islands	31	21	23	8	10	18	25	36	2	1	58.1	119.0	156.5	25.0	10.0
Chandigarh	1,648	2,147	2,121	1,770	1,620	942	1,180	1,659	2,631	2,097	57.2	55.0	78.2	148.6	129.4
D&N Haveli and D&D	7	12	18	19	9	0	0	2	0	0	0.0	0.0	11.1	0.0	0.0
Delhi	2,981	4,009	4,942	5,843	5,894	1,746	1,794	5,150	8,704	6,904	58.6	44.7	104.2	149.0	117.1
Jammu & Kashmir	0	0	10	19	30	0	0	0	4	172	NA	NA	NA	21.1	573.3
Lakshadweep	0	0	0	4	2	0	0	0	0	2	NA	NA	NA	NA	100.0
Puducherry	34	48	45	93	132	2	2	55	145	172	5.9	4.2	122.2	155.9	130.3

* Includes case data of all district commissions and the state commission benches in a State/UT.

Note: States and Union Territories arranged in respective cluster in alphabetical order.

Source: Lok Sabha Unstarred Question No. 4320, answered in March, 2025.

Annexure B9: Cases pending

	Cases pending, 2025			% of cases pending for more than 3 years (2025)
	0 to 1 years	1 to 3 years	More than 3 years	
Large and mid-sized states				
Andhra Pradesh	1,031	592	81	4.8
Assam	54	134	168	47.2
Bihar	NP	NP	NP	NP
Chhattisgarh	NP	NP	NP	NP
Gujarat	NP	NP	NP	NP
Haryana	1,703	2,679	2,427	35.6
Jharkhand	11	217	552	70.8
Karnataka	3,301	4,054	2,852	27.9
Kerala	452	610	4,047	79.2
Madhya Pradesh	738	3,498	2,942	41.0
Maharashtra	NP	NP	NP	NP
Odisha	NP	NP	NP	NP
Punjab	NP	NP	NP	NP
Rajasthan	1,221	1,697	370	11.3
Tamil Nadu	NP	NP	NP	NP
Telangana	NP	NP	NP	NP
Uttar Pradesh	542	5,107	9,122	61.8
Uttarakhand	28	368	521	56.8
West Bengal	NP	NP	NP	NP
Small states				
Arunachal Pradesh	NP	NP	NP	NP
Goa	41	60	46	31.3
Himachal Pradesh	312	256	56	9.0
Manipur	NP	NP	NP	NP
Meghalaya	4	3	1	12.5
Mizoram	NP	NP	NP	NP
Nagaland	3	0	1	25.0
Sikkim	17	9	2	7.1
Tripura	NP	NP	NP	NP
Union Territories				
A&N Islands	6	5	4	26.7
Chandigarh	NP	NP	NP	NP
D&N Haveli and D&D	NP	NP	NP	NP
Delhi	NP	NP	NP	NP
Jammu & Kashmir	180	311	1,190	70.8
Lakshadweep	1	1	1	33.3
Puducherry	3	8	3	21.4

Note: States and Union Territories arranged in respective cluster in alphabetical order.

Source: RTI responses from SCDRCs for the years 2021 to 2024; Lok Sabha Unstarred Question No. 5127, answered in April, 2025.

Annexure B10: Lok Adalats

	Cases referred				Cases settled				Case clearance rate (%)			
	2022	2023	2024	2025*	2022	2023	2024	2025*	2022	2023	2024	2025*
Large and mid-sized states												
Andhra Pradesh	0	0	0	0	0	0	0	0	0.0	0.0	0.0	0.0
Assam	0	0	25	0	0	0	2	0	0.0	0.0	8.0	0.0
Bihar	NP	NP	0	0	NP	NP	0	0	NP	NP	NP	NP
Chhattisgarh	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP
Gujarat	104	NP	85	NP	27	NP	79	NP	26.0	NP	92.9	NP
Haryana	280	143	6	0	33	40	2	0	11.8	28.0	33.3	0.0
Jharkhand	38	45	27	5	11	13	21	5	28.9	28.9	77.8	100.0
Karnataka	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP
Kerala	0	95	51	0	0	11	2	0	0.0	11.6	3.9	0.0
Madhya Pradesh	132	190	45	12	92	70	31	11	69.7	36.8	68.9	91.7
Maharashtra	92	83	15	3	30	16	6	1	32.6	19.3	40.0	33.3
Odisha	473	226	49	13	112	83	21	7	23.7	36.7	42.9	53.8
Punjab	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP
Rajasthan	95	39	49	8	17	14	24	1	17.9	35.9	49.0	12.5
Tamil Nadu	0	0	0	0	0	0	0	0	0.0	0.0	0.0	0.0
Telangana	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP
Uttar Pradesh	167	141	21	5	124	124	17	3	74.3	87.9	81.0	60.0
Uttarakhand	56	44	35	2	44	29	26	2	78.6	65.9	74.3	100.0
West Bengal	117	223	107	30	25	44	20	7	21.4	19.7	18.7	23.3
Small states												
Arunachal Pradesh	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP
Goa	13	0	12	0	1	0	0	0	7.7	0.0	0.0	0.0
Himachal Pradesh	0	0	0	0	0	0	0	0	0.0	0.0	0.0	0.0
Manipur	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP
Meghalaya	0	0	0	0	0	0	0	0	0.0	0.0	0.0	0.0
Mizoram	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP
Nagaland	0	0	0	0	0	0	0	0	0.0	0.0	0.0	0.0
Sikkim	0	0	0	0	0	0	0	0	0.0	0.0	0.0	0.0
Tripura	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP
Union Territories												
A&N Islands	0	0	0	0	0	0	0	0	0.0	0.0	0.0	0.0
Chandigarh	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP
D&N Haveli and D&D	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP
Delhi	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP
Jammu & Kashmir	0	0	4	0	0	0	3	0	0.0	0.0	75.0	0.0
Lakshadweep	0	0	0	0	0	0	0	0	0.0	0.0	0.0	0.0
Puducherry	0	0	0	0	0	0	0	0	0.0	0.0	0.0	0.0

* January to March, 2025

Note: States and Union Territories arranged in respective cluster in alphabetical order.

Source: Responses to RTI applications received from March to July, 2025

Annexure B11: Mediation

	Mediation cases 2022 to 2025 (Q1)			No. of Trained Mediators 2025
	Referred	Disposed	Disposed %	
Large and mid-sized states				
Andhra Pradesh	0	0	NP	0
Assam	0	0	NP	4
Bihar	NP	NP	NP	NP
Chhattisgarh	0	0	NP	NP
Gujarat	5	3	60.00	NP
Haryana	1	0	0.00	11
Jharkhand	27	6	22.22	10
Karnataka	0	0	NP	0
Kerala	26	4	15.38	39
Madhya Pradesh	56	11	19.64	12
Maharashtra	NP	NP	NP	NP
Odisha	10	0	0.00	9
Punjab	NP	NP	NP	NP
Rajasthan	0	0	NP	0
Tamil Nadu	NP	NP	NP	NP
Telangana	NP	NP	NP	NP
Uttar Pradesh	NP	NP	NP	NP
Uttarakhand	5	1	20.00	0
West Bengal	0	0	NP	32
Small states				
Arunachal Pradesh	NP	NP	NP	NP
Goa	0	0	NP	1
Himachal Pradesh	0	0	NP	1
Manipur	NP	NP	NP	NP
Meghalaya	0	0	NP	2
Mizoram	NP	NP	NP	NP
Nagaland	0	0	NP	1
Sikkim	2	1	50.00	1
Tripura	NP	NP	NP	NP
Union Territories				
A&N Islands	2	1	50.00	13
Chandigarh	NP	NP	NP	NP
D&N Haveli and D&D	NP	NP	NP	NP
Delhi	0	0	NP	0
Jammu & Kashmir	0	0	NP	22
Lakshadweep	0	0	NP	0
Puducherry	0	0	NP	5

Note: States and Union Territories arranged in respective cluster in alphabetical order.

Source: RTI responses from SCDRCs for the years 2021 to 2024; Lok Sabha Unstarred Question No. 5127, answered in April, 2025.

Annexure B12: Budget

	Allocation (Rs crore)				Expenditure (Rs crore)				Utilisation (%)			
	2021-22	2022-23	2023-24	2024-25	2021-22	2022-23	2023-24	2024-25	2021-22	2022-23	2023-24	2024-25
Large and mid-sized states												
Andhra Pradesh	11.16	13.09	21.68	22.97	10.20	11.64	25.85	26.32	91.4	88.9	119.2	114.6
Assam	1.02	0.93	1.37	24.16	0.48	0.85	1.27	10.46	46.9	91.7	93.2	43.3
Bihar	NP	2.27	2.40	3.19	NP	1.81	2.03	2.69	NP	79.7	84.6	84.5
Chhattisgarh	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP
Gujarat	3.42	4.55	4.75	4.39	2.90	3.92	4.49	3.95	84.8	86.2	94.5	90.0
Haryana	3.14	3.99	5.63	6.78	3.04	3.72	3.85	4.01	96.8	93.4	68.4	59.2
Jharkhand	1.36	1.23	1.39	0.72	0.51	1.11	0.71	NP	37.8	90.2	51.4	NP
Karnataka	32.37	40.00	46.63	53.71	31.12	36.56	43.77	44.74	96.1	91.4	93.9	83.3
Kerala	19.30	20.30	19.21	19.34	19.06	19.23	23.91	20.22	98.8	94.8	124.4	104.6
Madhya Pradesh	4.31	4.45	4.41	3.98	4.08	4.30	4.32	3.93	94.6	96.4	98.1	98.8
Maharashtra*	1.45	1.77	2.94	2.23	1.41	1.63	2.36	2.23	97.4	92.0	80.4	100.0
Odisha	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP
Punjab	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP
Rajasthan	30.70	38.03	42.17	38.29	27.99	29.98	34.70	33.73	91.2	78.8	82.3	88.1
Tamil Nadu	2.45	4.16	3.38	3.90	2.09	4.05	2.95	3.02	85.1	97.3	87.5	77.5
Telangana	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP
Uttar Pradesh	10.33	12.02	13.96	17.27	9.60	11.05	12.01	11.38	93.0	91.9	86.0	65.9
Uttarakhand	0.43	0.58	0.91	0.45	1.98	2.77	3.05	2.28	457.7	476.1	335.8	512.1
West Bengal	1.23	1.70	1.36	4.67	2.16	2.47	2.76	5.09	175.9	145.8	203.3	109.1
Small states												
Arunachal Pradesh	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP
Goa	3.44	3.32	5.28	5.40	2.35	3.24	4.43	3.48	68.1	97.5	84.0	64.6
Himachal Pradesh	2.08	2.80	2.86	3.31	2.05	2.79	2.84	2.92	98.6	99.7	99.6	88.5
Manipur	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP
Meghalaya	0.84	2.73	2.71	2.08	0.66	2.51	2.43	1.53	78.0	92.0	89.4	73.6
Mizoram	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP
Nagaland	0.50	0.90	1.25	1.00	NP	NP	NP	NP	NP	NP	NP	NP
Sikkim	0.70	1.02	1.03	1.10	0.65	0.89	0.90	0.99	93.7	87.4	88.1	89.8
Tripura	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP
Union Territories												
A&N Islands	0.28	0.83	1.09	1.09	0.28	0.83	1.09	1.09	99.7	100.0	100.0	99.7
Chandigarh	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP
D&N Haveli and D&D	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP
Delhi	3.26	3.45	4.83	7.55	2.76	3.36	4.43	6.80	84.8	97.1	91.8	90.0
Jammu & Kashmir	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP
Lakshadweep	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP
Puducherry	0.40	1.03	1.88	1.71	NP	NP	NP	NP	NP	NP	NP	NP

*Only Circuit Bench Nagpur of the Maharashtra SCDRC shared data for the State.

Note: States and Union Territories arranged in respective cluster in alphabetical order.

Source: Responses to RTI applications received from March to July, 2025

Annexure C1: State wise DCDRCs and President & Members

	DCDRC President, 2025			DCDRC Member, 2025			DCDRCs		
	Sanctioned	Actual	Vacancy (%)	Sanctioned	Actual	Vacancy (%)	No. of District Commissions (2025)	Total Districts* (2025)	Percentage of Districts with DCDRCs (2025)
Large and mid-sized states									
Andhra Pradesh	17	16	5.88	34	33	2.94	17	26	65.38
Assam	23	20	13.04	46	44	4.35	23	35	65.71
Bihar	38	17	55.26	76	36	52.63	38	38	100.00
Chhattisgarh	17	10	41.18	54	37	31.48	27	33	81.82
Gujarat	38	14	63.16	76	30	60.53	43	33	130.30
Haryana	22	20	9.09	44	38	13.64	22	22	100.00
Jharkhand	24	18	25.00	48	35	27.08	24	24	100.00
Karnataka	33	19	42.42	66	54	18.18	33	31	106.45
Kerala	14	9	35.71	28	2	92.86	14	14	100.00
Madhya Pradesh	25	20	20.00	102	70	31.37	48	55	87.27
Maharashtra*	40	30	25.00	80	56	30.00	40	36	111.11
Odisha	31	14	54.84	62	18	70.97	30	30	100.00
Punjab	23	18	21.74	46	32	30.43	23	23	100.00
Rajasthan	37	26	29.73	74	32	56.76	37	41	90.24
Tamil Nadu	30	27	10.00	64	48	25.00	32	38	84.21
Telangana	12	9	25.00	24	21	12.50	12	33	36.36
Uttar Pradesh	79	44	44.30	158	81	48.73	79	75	105.33
Uttarakhand	13	4	69.23	26	25	3.85	13	13	100.00
West Bengal	26	9	65.38	52	36	30.77	23	23	100.00
Small states									
Arunachal Pradesh	25	25	0.00	50	9	82.00	25	27	92.59
Goa	2	2	0.00	4	4	0.00	2	2	100.00
Himachal Pradesh	4	4	0.00	24	7	70.83	12	12	100.00
Manipur	3	3	0.00	6	0	100.00	3	16	18.75
Meghalaya	7	7	0.00	14	13	7.14	7	12	58.33
Mizoram	11	11	0.00	22	18	18.18	11	11	100.00
Nagaland	16	16	0.00	32	22	31.25	11	17	64.71
Sikkim	6	6	0.00	12	6	50.00	6	6	100.00
Tripura	4	3	25.00	8	8	0.00	4	8	50.00
Union Territories									
A&N Islands	1	1	0.00	2	0	100.00	1	3	33.33
Chandigarh	2	2	0.00	4	3	25.00	2	1	200.00
D&N Haveli and D&D	1	0	100.00	2	1	50.00	1	3	33.33
Delhi	10	9	10.00	20	16	20.00	10	11	90.91
Jammu & Kashmir	10	4	60.00	20	10	50.00	10	20	50.00
Lakshadweep	1	1	0.00	2	2	0.00	1	1	100.00
Puducherry	1	1	0.00	2	2	0.00	1	2	50.00

Annexure C2: DCDRC Presidents

S. No.	State / UT	District Commission	President, sanctioned (all years)	President, actual				
				2021	2022	2023	2024	2025
1	A&N Islands	A&N	1	1	1	1	1	1
2	Andhra Pradesh	Vijaywada	1	1	1	1	1	1
3	Assam	Kamrup	1	1	1	0	0	
4	Bihar	Patna	1	1	1	1	1	
5	Chhattisgarh	Durg	1	1	1	1	1	
6	Delhi	Central Delhi (VIII)	1	1	1	1	1	
7	Delhi	New Delhi (VI)	1	1	1	1	1	
8	Delhi	North Delhi (I)	1	1	1	1	1	
9	Delhi	North East Delhi (IV)	1	1	1	1	1	
10	Delhi	South (II)	1	1	1	1	NP	
11	Delhi	South East (X)	1	1	1	0	NP	
12	Delhi	South West Delhi (VII)	1	1	1	1	NP	
13	Delhi	West Delhi (III)	1	1	1	1	1	
14	Goa	North Goa	1	1	1	1	1	
15	Gujarat	Gandhinagar	1	0	0	0	0	
16	Haryana	Gurgaon	1	1	1	1	1	
17	Himachal Pradesh	Shimla	1	0	1	1	NP	
18	Jammu & Kashmir	Jammu	1	NP	1	1	1	
19	Jammu & Kashmir	Srinagar	1	NP	0	0	0	
20	Jharkhand	Dhanbad	1	0	1	1	1	
21	Karnataka	Bengaluru Rural, Urban 1st Additional	1	1	1	1	1	
22	Karnataka	Bengaluru Urban	1	1	1	1	0	
23	Karnataka	Bengaluru Urban II Addl.	1	1	1	1	1	
24	Karnataka	Bengaluru Urban III Addl.	1	NP	NP	NP	NP	
25	Karnataka	Bengaluru Urban IV Addl.	1	1	1	1	1	
26	Kerala	Thiruvananthapuram	1	1	1	1	1	
27	Lakshadweep	Kavaratti	1	NP	NP	NP	NP	
28	Madhya Pradesh	Bhopal - 1	1	NP	NP	NP	NP	
29	Madhya Pradesh	Bhopal - 2	1	NP	NP	NP	NP	
30	Maharashtra	Central Mumbai	1	1	1	1	1	
31	Maharashtra	Mumbai Suburban	1	1	1	1	1	
32	Maharashtra	Mumbai Suburban Additional	1	1	1	1	1	
33	Maharashtra	South Mumbai	1	1	1	1	1	
34	Meghalaya	Shillong	1	0	1	1	1	
35	Nagaland	Kohima	1	1	1	1	1	
36	Puducherry	Puducherry	1	0	0	1	1	
37	Punjab	SAS Nagar Mohali	1	1	1	1	1	
38	Rajasthan	Jaipur-I	1	NP	NP	NP	NP	
39	Rajasthan	Jaipur-II	1	NP	NP	NP	NP	
40	Rajasthan	Jaipur-III	1	NP	NP	NP	NP	
41	Rajasthan	Jaipur-IV	1	NP	NP	NP	NP	
42	Sikkim	Gangtok	1	1	1	1	1	
43	Tamil Nadu	Chennai (North)	1	0	1	1	1	
44	Tamil Nadu	Chennai (South)	1	0	1	1	1	
45	Uttar Pradesh	Lucknow-I	1	1	1	NP	1	
46	Uttar Pradesh	Lucknow-II	1	1	1	NP	1	
47	Uttarakhand	Haridwar	1	NP	NP	NP	NP	
48	West Bengal	Central Kolkata Unit – II	1	1	1	1	1	
49	West Bengal	Kolkata Unit - IV	1	1	1	1	1	
50	West Bengal	North Kolkata Unit – I	1	1	1	1	1	
51	West Bengal	South Kolkata Unit – III	1	1	1	1	1	

Source: Responses to RTI applications received from March to July, 2025

Annexure C3: DCDRC Members

S. No.	State / UT	District Commission	Members, sanctioned				
			2021	2022	2023	2024	2025
1	A&N Islands	A&N	0	0	0	0	0
2	Andhra Pradesh	Vijaywada	2	2	2	2	2
3	Assam	Kamrup	2	2	2	2	2
4	Bihar	Patna	2	2	2	2	2
5	Chhattisgarh	Durg	2	2	2	2	2
6	Delhi	Central Delhi (VIII)	2	2	2	2	2
7	Delhi	New Delhi (VI)	2	2	2	2	2
8	Delhi	North Delhi (I)	2	2	2	2	2
9	Delhi	North East Delhi (IV)	2	2	2	2	2
10	Delhi	South (II)	2	2	2	2	NP
11	Delhi	South East (X)	2	2	2	2	NP
12	Delhi	South West Delhi (VII)	2	2	2	2	NP
13	Delhi	West Delhi (III)	2	2	2	2	2
14	Goa	North Goa	2	2	2	2	2
15	Gujarat	Gandhinagar	2	2	2	2	2
16	Haryana	Gurgaon	2	2	2	2	2
17	Himachal Pradesh	Shimla	2	2	1	1	NP
18	Jammu & Kashmir	Jammu	NP	2	2	2	2
19	Jammu & Kashmir	Srinagar	NP	2	2	2	2
20	Jharkhand	Dhanbad	2	2	2	2	2
21	Karnataka	Bengaluru Rural, Urban 1st Additional	2	2	2	2	2
22	Karnataka	Bengaluru Urban	2	2	2	2	2
23	Karnataka	Bengaluru Urban II Addl.	2	2	2	2	2
24	Karnataka	Bengaluru Urban III Addl.	NP	NP	NP	NP	NP
25	Karnataka	Bengaluru Urban IV Addl.	2	2	2	2	2
26	Kerala	Thiruvananthapuram	2	2	2	2	2
27	Lakshadweep	Kavaratti	NP	NP	NP	NP	2
28	Madhya Pradesh	Bhopal - 1	NP	NP	NP	NP	NP
29	Madhya Pradesh	Bhopal - 2	NP	NP	NP	NP	NP
30	Maharashtra	Central Mumbai	2	2	2	2	2
31	Maharashtra	Mumbai Suburban	2	2	2	2	2
32	Maharashtra	Mumbai Suburban Additional	2	2	2	2	2
33	Maharashtra	South Mumbai	2	2	2	2	2
34	Meghalaya	Shillong	2	2	2	2	2
35	Nagaland	Kohima	2	2	2	2	2
36	Puducherry	Puducherry	2	2	2	2	2
37	Punjab	SAS Nagar Mohali	2	2	2	2	2
38	Rajasthan	Jaipur-I	2	2	2	2	2
39	Rajasthan	Jaipur-II	2	2	2	2	2
40	Rajasthan	Jaipur-III	2	2	2	2	2
41	Rajasthan	Jaipur-IV	2	2	2	2	2
42	Sikkim	Gangtok	2	2	2	2	2
43	Tamil Nadu	Chennai (North)	2	2	2	2	2
44	Tamil Nadu	Chennai (South)	2	2	2	2	2
45	Uttar Pradesh	Lucknow-I	2	2	NP	2	2
46	Uttar Pradesh	Lucknow-II	2	2	NP	2	2
47	Uttarakhand	Haridwar	2	2	2	2	2
48	West Bengal	Central Kolkata Unit – II	2	2	2	2	2
49	West Bengal	Kolkata Unit - IV	2	2	2	2	2
50	West Bengal	North Kolkata Unit – I	2	2	2	2	2
51	West Bengal	South Kolkata Unit – III	2	2	2	2	2

Source: Responses to RTI applications received from March to July, 2025

Annexure C3: DCDRC Members

S. No.	District Commission	Members, actual					Members, vacancy (%)				
		2021	2022	2023	2024	2025	2021	2022	2023	2024	2025
1	A&N	2	2	0	0	0	-100	-100	NP	NP	NP
2	Vijaywada	0	2	2	2	2	100	0	0	0	0
3	Kamrup	2	2	2	2	2	0	0	0	0	0
4	Patna	1	2	1	1	1	50	0	50	50	50
5	Durg	1	2	2	2	2	50	0	0	0	0
6	Central Delhi (VIII)	2	2	2	2	1	0	0	0	0	50
7	New Delhi (VI)	2	2	2	2	2	0	0	0	0	0
8	North Delhi (I)	2	2	2	2	2	0	0	0	0	0
9	North East Delhi (IV)	1	1	2	1	1	50	50	0	50	50
10	South (II)	2	2	1	1	NP	0	0	50	50	NP
11	South East (X)	2	2	2	2	NP	0	0	0	0	NP
12	South West Delhi (VII)	2	2	2	2	NP	0	0	0	0	NP
13	West Delhi (III)	2	2	2	2	2	0	0	0	0	0
14	North Goa	2	2	2	2	2	0	0	0	0	0
15	Gandhinagar	2	2	2	2	2	0	0	0	0	0
16	Gurgaon	1	2	2	2	2	50	0	0	0	0
17	Shimla	2	2	2	0	NP	0	0	-100	100	NP
18	Jammu	NP	0	0	0	0	NP	100	100	100	100
19	Srinagar	NP	1	1	1	1	NP	50	50	50	50
20	Dhanbad	2	2	2	1	1	0	0	0	50	50
21	Bengaluru Rural, Urban 1st Additional	2	2	2	2	2	0	0	0	0	0
22	Bengaluru Urban	2	2	2	2	2	0	0	0	0	0
23	Bengaluru Urban II Addl.	2	2	2	2	2	0	0	0	0	0
24	Bengaluru Urban III Addl.	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP
25	Bengaluru Urban IV Addl.	2	2	2	2	2	0	0	0	0	0
26	Thiruvananthapuram	2	2	2	2	2	0	0	0	0	0
27	Kavaratti	NP	NP	NP	NP	2	NP	NP	NP	NP	0
28	Bhopal - 1	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP
29	Bhopal - 2	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP
30	Central Mumbai	1	1	2	2	1	50	50	0	0	50
31	Mumbai Suburban	1	2	1	2	1	50	0	50	0	50
32	Mumbai Suburban Additional	1	1	0	0	0	50	50	100	100	100
33	South Mumbai	1	1	2	1	1	50	50	0	50	50
34	Shillong	2	2	2	2	2	0	0	0	0	0
35	Kohima	2	2	2	2	2	0	0	0	0	0
36	Puducherry	1	2	2	2	2	50	0	0	0	0
37	SAS Nagar Mohali	1	1	1	1	1	50	50	50	50	50
38	Jaipur-I	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP
39	Jaipur-II	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP
40	Jaipur-III	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP
41	Jaipur-IV	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP
42	Gangtok	2	2	2	1	1	0	0	0	50	50
43	Chennai (North)	0	2	2	2	2	100	0	0	0	0
44	Chennai (South)	0	2	2	2	2	100	0	0	0	0
45	Lucknow-I	1	2	NP	2	2	50	0	NP	0	0
46	Lucknow-II	2	2	NP	1	1	0	0	NP	50	50
47	Haridwar	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP
48	Central Kolkata Unit – II	2	2	2	1	1	0	0	0	50	50
49	Kolkata Unit - IV	2	2	2	2	2	0	0	0	0	0
50	North Kolkata Unit – I	2	2	2	2	2	0	0	0	0	0
51	South Kolkata Unit – III	2	2	2	2	2	0	0	0	0	0

Source: Responses to RTI applications received from March to July, 2025

Annexure C4: DCDRC staff

S. No.	State / UT	District Commission	Staff, sanctioned				
			2021	2022	2023	2024	2025
1	A&N Islands	A&N	NP	NP	NP	NP	NP
2	Andhra Pradesh	Vijaywada	5	6	6	5	5
3	Assam	Kamrup	8	8	8	8	2
4	Bihar	Patna	8	8	8	8	8
5	Chhattisgarh	Durg	19	19	19	19	19
6	Delhi	Central Delhi (VIII)	13	13	13	13	13
7	Delhi	New Delhi (VI)	11	11	11	11	11
8	Delhi	North Delhi (I)	10	10	10	10	10
9	Delhi	North East Delhi (IV)	10	10	10	10	10
10	Delhi	South (II)	10	10	10	10	NP
11	Delhi	South East (X)	8	8	8	8	NP
12	Delhi	South West Delhi (VII)	9	9	9	9	NP
13	Delhi	West Delhi (III)	17	17	17	17	17
14	Goa	North Goa	NP	NP	NP	NP	NP
15	Gujarat	Gandhinagar	NP	NP	NP	NP	NP
16	Haryana	Gurgaon	15	15	15	15	15
17	Himachal Pradesh	Shimla	13	16	16	16	NP
18	Jammu Kashmir	Jammu	NP	11	11	11	11
19	Jammu Kashmir	Srinagar (Ganderbal)	NP	10	10	10	10
20	Jharkhand	Dhanbad	10	10	10	10	10
21	Karnataka	Bengaluru Rural, Urban 1st Additional	14	14	14	14	14
22	Karnataka	Bengaluru Urban	14	14	14	14	14
23	Karnataka	Bengaluru Urban II Addl.	8	8	13	13	13
24	Karnataka	Bengaluru Urban III Addl.	NP	NP	NP	NP	NP
25	Karnataka	Bengaluru Urban IV Addl.	12	14	14	14	14
26	Kerala	Thiruvananthapuram	11	11	11	11	11
27	Lakshadweep	Kavaratti	NP	NP	NP	NP	3
28	Madhya Pradesh	Bhopal 1	NP	NP	NP	NP	NP
29	Madhya Pradesh	Bhopal 2	NP	NP	NP	NP	NP
30	Maharashtra	Central Mumbai	12	12	12	12	12
31	Maharashtra	Mumbai Suburban	11	11	11	11	11
32	Maharashtra	Mumbai Suburban Additional	10	10	10	10	10
33	Maharashtra	South Mumbai	12	12	12	12	12
34	Meghalaya	Shillong	4	4	4	4	4
35	Nagaland	Kohima	NP	NP	NP	NP	NP
36	Puducherry	Puducherry	3	3	3	3	3
37	Punjab	SAS Nagar Mohali	11	16	16	16	16
38	Rajasthan	Jaipur-I	NP	NP	NP	NP	14
39	Rajasthan	Jaipur-II	NP	NP	NP	NP	14
40	Rajasthan	Jaipur-III	NP	NP	NP	NP	12
41	Rajasthan	Jaipur-IV	NP	NP	NP	NP	12
42	Sikkim	Gangtok	9	9	9	9	NP
43	Tamil Nadu	Chennai (North)	11	11	11	11	11
44	Tamil Nadu	Chennai (South)	14	14	14	14	14
45	Uttar Pradesh	Lucknow-I	NP	NP	NP	NP	NP
46	Uttar Pradesh	Lucknow-II	NP	NP	NP	NP	NP
47	Uttarakhand	Haridwar	NP	NP	NP	NP	5
48	West Bengal	Central Kolkata Unit – II	13	13	13	13	13
49	West Bengal	Kolkata Unit - IV	13	13	13	13	13
50	West Bengal	North Kolkata Unit – I	12	12	12	11	12
51	West Bengal	South Kolkata Unit – III	10	10	10	10	10

Source: Responses to RTI applications received from March to July, 2025

Annexure C4: DCDRC staff

S. No.	District Commission	Staff, actual					Staff, vacancy (%)				
		2021	2022	2023	2024	2025	2021	2022	2023	2024	2025
1	A&N	0	0	0	0	0	NP	NP	NP	NP	NP
2	Vijaywada	6	12	12	12	12	-20.0	-100.0	-100.0	-140.0	-140.0
3	Kamrup	9	8	9	7	7	-12.5	0.0	-12.5	12.5	-250.0
4	Patna	10	10	13	13	13	-25.0	-25.0	-62.5	-62.5	-62.5
5	Durg	12	13	15	15	14	36.8	31.6	21.1	21.1	26.3
6	Central Delhi (VIII)	7	10	10	9	8	46.2	23.1	23.1	30.8	38.5
7	New Delhi (VI)	9	12	10	10	10	18.2	-9.1	9.1	9.1	9.1
8	North Delhi (I)	5	4	5	5	3	50.0	60.0	50.0	50.0	70.0
9	North East Delhi (IV)	7	10	10	10	10	30.0	0.0	0.0	0.0	0.0
10	South (II)	8	9	9	9	NP	20.0	10.0	10.0	10.0	NP
11	South East (X)	3	7	6	6	NP	62.5	12.5	25.0	25.0	NP
12	South West Delhi (VII)	4	7	6	4	NP	55.6	22.2	33.3	55.6	NP
13	West Delhi (III)	11	11	11	11	11	35.3	35.3	35.3	35.3	35.3
14	North Goa	7	10	9	10	9	NP	NP	NP	NP	NP
15	Gandhinagar	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP
16	Gurgaon	11	11	15	15	15	26.7	26.7	0.0	0.0	0.0
17	Shimla	13	14	14	14	NP	0.0	12.5	12.5	12.5	NP
18	Jammu	NP	7	7	7	7	NP	36.4	36.4	36.4	36.4
19	Srinagar (Ganderbal)	NP	9	10	10	10	NP	10.0	0.0	0.0	0.0
20	Dhanbad	1	7	8	9	9	90.0	30.0	20.0	10.0	10.0
21	Bengaluru Rural, Urban 1st Additional	9	9	10	10	10	35.7	35.7	28.6	28.6	28.6
22	Bengaluru Urban	12	12	12	12	12	14.3	14.3	14.3	14.3	14.3
23	Bengaluru Urban II Addl.	8	8	11	11	11	0.0	0.0	15.4	15.4	15.4
24	Bengaluru Urban III Addl.	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP
25	Bengaluru Urban IV Addl.	11	11	11	11	11	8.3	21.4	21.4	21.4	21.4
26	Thiruvananthapuram	11	11	11	11	11	0.0	0.0	0.0	0.0	0.0
27	Kavaratti	NP	NP	NP	NP	3	NP	NP	NP	NP	0.0
28	Bhopal 1	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP
29	Bhopal 2	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP
30	Central Mumbai	8	11	10	11	11	33.3	8.3	16.7	8.3	8.3
31	Mumbai Suburban	8	7	8	9	7	27.3	36.4	27.3	18.2	36.4
32	Mumbai Suburban Additional	6	6	7	6	6	40.0	40.0	30.0	40.0	40.0
33	South Mumbai	9	7	11	10	6	25.0	41.7	8.3	16.7	50.0
34	Shillong	6	6	6	6	6	-50.0	-50.0	-50.0	-50.0	-50.0
35	Kohima	2	2	2	2	2	NP	NP	NP	NP	NP
36	Puducherry	3	2	2	3	3	0.0	33.3	33.3	0.0	0.0
37	SAS Nagar Mohali	11	13	13	13	13	0.0	18.8	18.8	18.8	18.8
38	Jaipur-I	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP
39	Jaipur-II	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP
40	Jaipur-III	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP
41	Jaipur-IV	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP
42	Gangtok	8	9	9	9	NP	11.1	0.0	0.0	0.0	NP
43	Chennai (North)	11	11	11	11	11	0.0	0.0	0.0	0.0	0.0
44	Chennai (South)	13	14	14	16	16	7.1	0.0	0.0	-14.3	-14.3
45	Lucknow-I	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP
46	Lucknow-II	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP
47	Haridwar	NP	NP	NP	NP	7	NP	NP	NP	NP	-40.0
48	Central Kolkata Unit – II	8	12	12	12	12	38.5	7.7	7.7	7.7	7.7
49	Kolkata Unit - IV	7	12	13	10	10	46.2	7.7	0.0	23.1	23.1
50	North Kolkata Unit – I	13	12	13	13	14	-8.3	0.0	-8.3	-18.2	-16.7
51	South Kolkata Unit – III	6	11	12	10	9	40.0	-10.0	-20.0	0.0	10.0

Source: Responses to RTI applications received from March to July, 2025

Annexure C5: DCDRC data staff

S. No.	State / UT	District Commission	Data staff, sanctioned					Data staff, actual				
			2021	2022	2023	2024	2025	2021	2022	2023	2024	2025
1	A&N Islands	A&N	0	0	0	0	0	0	0	0	0	0
2	Andhra Pradesh	Vijaywada	NP	NP	NP	NP	NP	1	1	1	1	1
3	Assam	Kamrup	0	0	0	0	0	1	1	1	1	1
4	Bihar	Patna	NP	NP	NP	NP	NP	3	3	3	3	3
5	Chhattisgarh	Durg	NP	NP	NP	NP	NP	1	1	1	1	1
6	Delhi	Central Delhi (VIII)	0	0	0	0	0	1	1	1	1	1
7	Delhi	New Delhi (VI)	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP
8	Delhi	North Delhi (I)	0	0	0	0	0	1	1	1	1	1
9	Delhi	North East Delhi (IV)	NP	NP	NP	NP	NP	2	2	2	2	2
10	Delhi	South (II)	1	1	1	1	NP	1	1	1	1	NP
11	Delhi	South East (X)	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP
12	Delhi	South West Delhi (VII)	1	1	1	1	NP	1	1	1	1	NP
13	Delhi	West Delhi (III)	NP	NP	NP	NP	NP	1	1	1	1	1
14	Goa	North Goa	0	0	0	0	0	0	0	0	0	0
15	Gujarat	Gandhinagar	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP
16	Haryana	Gurgaon	0	0	0	0	0	1	1	1	1	1
17	Himachal Pradesh	Shimla	0	0	0	0	0	0	0	0	0	0
18	Jammu Kashmir	Jammu	0	0	0	0	0	0	0	0	0	0
19	Jammu Kashmir	Srinagar (Ganderbal)	0	0	0	0	0	0	0	0	0	0
20	Jharkhand	Dhanbad	0	0	0	0	0	1	1	1	1	1
21	Karnataka	Bengaluru Rural, Urban 1st Additional	1	1	1	1	1	1	1	1	1	1
22	Karnataka	Bengaluru Urban	1	1	1	1	1	1	1	1	1	1
23	Karnataka	Bengaluru Urban II Addl.	1	1	1	1	1	1	1	1	1	1
24	Karnataka	Bengaluru Urban III Addl.	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP
25	Karnataka	Bengaluru Urban IV Addl.	1	1	1	1	NP	1	1	1	1	NP
26	Kerala	Thiruvananthapuram	1	1	1	1	1	1	1	1	1	1
27	Lakshadweep	Kavaratti	1	1	1	1	1	1	1	1	1	1
28	Madhya Pradesh	Bhopal - 1	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP
29	Madhya Pradesh	Bhopal - 2	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP
30	Maharashtra	Central Mumbai	NP	NP	NP	NP	NP	1	1	1	1	1
31	Maharashtra	Mumbai Suburban	0	0	0	0	0	0	0	0	0	0
32	Maharashtra	Mumbai Suburban Additional	0	0	0	0	0	0	0	0	0	0
33	Maharashtra	South Mumbai	NP	NP	NP	NP	NP	1	1	1	1	1
34	Meghalaya	Shillong	0	0	0	0	0	1	1	1	1	1
35	Nagaland	Kohima	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP
36	Puducherry	Puducherry	NP	NP	NP	NP	0	NP	NP	NP	NP	1
37	Punjab	SAS Nagar Mohali	NP	NP	NP	NP	0	NP	NP	NP	NP	1
38	Rajasthan	Jaipur-I	0	0	0	0	0	NP	NP	NP	NP	NP
39	Rajasthan	Jaipur-II	0	0	0	0	0	NP	NP	NP	NP	NP
40	Rajasthan	Jaipur-III	0	0	0	0	0	NP	NP	NP	NP	NP
41	Rajasthan	Jaipur-IV	0	0	0	0	0	NP	NP	NP	NP	NP
42	Sikkim	Gangtok	NP	NP	NP	NP	NP	NP	NP	NP	NP	1
43	Tamil Nadu	Chennai (North)	1	1	1	1	1	1	1	1	1	1
44	Tamil Nadu	Chennai (South)	NP	NP	NP	NP	1	NP	NP	NP	NP	1
45	Uttar Pradesh	Lucknow-I	0	0	0	0	0	NP	NP	NP	NP	NP
46	Uttar Pradesh	Lucknow-II	0	0	0	0	0	NP	NP	NP	NP	NP
47	Uttarakhand	Haridwar	NP	NP	NP	NP	NP	NP	NP	NP	NP	1
48	West Bengal	Central Kolkata Unit – II	1	1	1	1	1	1	1	1	1	1
49	West Bengal	Kolkata Unit - IV	1	1	1	1	1	0	1	1	1	1
50	West Bengal	North Kolkata Unit – I	2	2	2	2	2	2	2	2	2	2
51	West Bengal	South Kolkata Unit – III	0	0	0	0	0	1	1	1	1	1

Source: Responses to RTI applications received from March to July, 2025

Annexure C6: Women Presidents

S. No.	State / UT	District Commission	President, actual					Woman President				
			2021	2022	2023	2024	2025	2021	2022	2023	2024	2025
1	A&N Islands	A&N	1	1	1	1	1	1	1	0	0	0
2	Andhra Pradesh	Vijaywada	1	1	1	1	1	NP	NP	NP	NP	NP
3	Assam	Kamrup	1	1	1	0	0	0	0	0	0	0
4	Bihar	Patna	1	1	1	1	1	NP	NP	NP	NP	NP
5	Chhattisgarh	Durg	1	1	1	1	1	0	0	0	0	0
6	Delhi	Central Delhi (VIII)	1	1	1	1	1	NP	NP	NP	NP	NP
7	Delhi	New Delhi (VI)	1	1	1	1	1	1	1	1	1	1
8	Delhi	North Delhi (I)	1	1	1	1	1	0	0	0	0	0
9	Delhi	North East Delhi (IV)	1	1	1	1	1	NP	NP	NP	NP	NP
10	Delhi	South (II)	1	1	1	1	NP	1	1	1	1	NP
11	Delhi	South East (X)	1	1	1	0	NP	0	0	0	0	NP
12	Delhi	South West Delhi (VII)	1	1	1	1	NP	0	0	0	0	NP
13	Delhi	West Delhi (III)	1	1	1	1	1	NP	NP	NP	NP	NP
14	Goa	North Goa	1	1	1	1	1	NP	1	1	1	1
15	Gujarat	Gandhinagar	NP	NP	NP	0	NP	NP	NP	NP	NP	NP
16	Haryana	Gurgaon	1	1	1	1	1	0	0	0	0	0
17	Himachal Pradesh	Shimla	0	1	1	1	NP	0	0	0	0	NP
18	Jammu Kashmir	Jammu	NP	1	1	1	1	NP	0	0	0	0
19	Jammu Kashmir	Srinagar (Ganderbal)	NP	0	0	0	0	NP	0	0	0	0
20	Jharkhand	Dhanbad	0	1	1	1	1	0	0	0	0	0
21	Karnataka	Bengaluru Rural, Urban 1st Additional	1	1	1	1	1	0	0	0	0	0
22	Karnataka	Bengaluru Urban	1	1	1	1	0	0	0	0	0	0
23	Karnataka	Bengaluru Urban II Addl.	1	1	1	1	1	0	1	1	1	1
24	Karnataka	Bengaluru Urban III Addl.	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP
25	Karnataka	Bengaluru Urban IV Addl.	1	1	1	1	1	0	0	0	0	0
26	Kerala	Thiruvananthapuram	1	1	1	1	1	0	0	0	0	0
27	Lakshadweep	Kavaratti	NP	NP	NP	NP	1	NP	NP	NP	NP	NP
28	Madhya Pradesh	Bhopal - 1	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP
29	Madhya Pradesh	Bhopal - 2	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP
30	Maharashtra	Central Mumbai	1	1	1	1	1	0	1	1	1	1
31	Maharashtra	Mumbai Suburban	1	1	1	1	1	1	1	1	1	1
32	Maharashtra	Mumbai Suburban Additional	1	1	1	1	1	0	0	1	0	0
33	Maharashtra	South Mumbai	1	1	1	1	1	1	1	1	NP	NP
34	Meghalaya	Shillong	0	1	1	1	1	0	1	1	1	1
35	Nagaland	Kohima	1	1	1	1	1	NP	NP	NP	NP	NP
36	Puducherry	Puducherry	0	0	1	1	1	NP	NP	NP	NP	NP
37	Punjab	SAS Nagar Mohali	1	1	1	1	1	0	0	0	0	NP
38	Rajasthan	Jaipur-I	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP
39	Rajasthan	Jaipur-II	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP
40	Rajasthan	Jaipur-III	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP
41	Rajasthan	Jaipur-IV	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP
42	Sikkim	Gangtok	1	1	1	1	1	0	0	0	0	0
43	Tamil Nadu	Chennai (North)	0	1	1	1	1	0	0	0	0	NP
44	Tamil Nadu	Chennai (South)	0	1	1	1	1	NP	NP	NP	NP	1
45	Uttar Pradesh	Lucknow-I	1	1	NP	1	1	0	0	NP	0	0
46	Uttar Pradesh	Lucknow-II	1	1	NP	1	1	0	0	NP	0	0
47	Uttarakhand	Haridwar	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP
48	West Bengal	Central Kolkata Unit – II	1	1	1	1	1	0	1	1	1	1
49	West Bengal	Kolkata Unit - IV	1	1	1	1	1	0	0	0	0	0
50	West Bengal	North Kolkata Unit – I	1	1	1	1	1	NP	NP	NP	NP	NP
51	West Bengal	South Kolkata Unit – III	1	1	1	1	1	1	1	1	0	0

Source: Responses to RTI applications received from March to July, 2025

Annexure C7: Women Members

S. No.	State / UT	District Commission	Members, actual					Women members				
			2021	2022	2023	2024	2025	2021	2022	2023	2024	2025
1	A&N Islands	A&N	2	2	0	0	0	1	1	0	0	0
2	Andhra Pradesh	Vijaywada	0	2	2	2	2	NP	NP	NP	NP	NP
3	Assam	Kamrup	2	2	2	2	2	1	1	1	1	1
4	Bihar	Patna	1	2	1	1	1	0	1	0	0	0
5	Chhattisgarh	Durg	1	2	2	2	2	1	1	2	2	2
6	Delhi	Central Delhi (VIII)	2	2	2	2	1	1	1	1	1	1
7	Delhi	New Delhi (VI)	2	2	2	2	2	1	1	0	0	0
8	Delhi	North Delhi (I)	2	2	2	2	2	1	1	1	1	1
9	Delhi	North East Delhi (IV)	1	1	2	1	1	1	0	1	1	1
10	Delhi	South (II)	2	2	1	1	NP	1	1	1	1	NP
11	Delhi	South East (X)	2	2	2	2	NP	1	1	1	1	NP
12	Delhi	South West Delhi (VII)	2	2	2	2	NP	1	1	1	1	NP
13	Delhi	West Delhi (III)	2	2	2	2	2	NP	NP	NP	NP	NP
14	Goa	North Goa	2	2	2	2	2	1	1	1	1	1
15	Gujarat	Gandhinagar	2	2	2	2	2	NP	NP	NP	NP	NP
16	Haryana	Gurgaon	1	2	2	2	2	1	1	2	2	2
17	Himachal Pradesh	Shimla	2	2	2	0	NP	1	1	1	0	NP
18	Jammu Kashmir	Jammu	NP	0	0	0	0	NP	0	0	0	0
19	Jammu Kashmir	Srinagar (Ganderbal)	NP	1	1	1	1	NP	1	1	1	1
20	Jharkhand	Dhanbad	2	2	2	1	1	1	1	1	1	1
21	Karnataka	Bengaluru Rural, Urban 1st Additional	2	2	2	2	2	1	1	1	1	1
22	Karnataka	Bengaluru Urban	2	2	2	2	2	1	1	1	1	1
23	Karnataka	Bengaluru Urban II Addl.	2	2	2	2	2	1	1	1	2	2
24	Karnataka	Bengaluru Urban III Addl.	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP
25	Karnataka	Bengaluru Urban IV Addl.	2	2	2	2	2	1	1	1	2	2
26	Kerala	Thiruvananthapuram	2	2	2	2	2	1	1	1	1	1
27	Lakshadweep	Kavaratti	NP	NP	NP	NP	2	NP	NP	NP	NP	NP
28	Madhya Pradesh	Bhopal - 1	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP
29	Madhya Pradesh	Bhopal - 2	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP
30	Maharashtra	Central Mumbai	1	1	2	2	1	0	0	1	1	0
31	Maharashtra	Mumbai Suburban	1	2	1	2	1	1	1	1	2	1
32	Maharashtra	Mumbai Suburban Additional	1	1	0	0	0	0	0	0	0	0
33	Maharashtra	South Mumbai	1	1	2	1	1	NP	NP	2	1	1
34	Meghalaya	Shillong	2	2	2	2	2	2	2	2	2	2
35	Nagaland	Kohima	2	2	2	2	2	NP	NP	NP	NP	NP
36	Puducherry	Puducherry	1	2	2	2	2	0	1	1	1	1
37	Punjab	SAS Nagar Mohali	1	1	1	1	1	1	1	1	1	NP
38	Rajasthan	Jaipur-I	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP
39	Rajasthan	Jaipur-II	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP
40	Rajasthan	Jaipur-III	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP
41	Rajasthan	Jaipur-IV	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP
42	Sikkim	Gangtok	2	2	2	1	1	1	1	1	1	1
43	Tamil Nadu	Chennai (North)	0	2	2	2	2	0	1	1	1	NP
44	Tamil Nadu	Chennai (South)	0	2	2	2	2	NP	NP	NP	NP	NP
45	Uttar Pradesh	Lucknow-I	1	2	NP	2	2	0	1	NP	1	1
46	Uttar Pradesh	Lucknow-II	2	2	NP	1	1	1	1	NP	1	1
47	Uttarakhand	Haridwar	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP
48	West Bengal	Central Kolkata Unit – II	2	2	2	1	1	1	1	1	1	1
49	West Bengal	Kolkata Unit - IV	2	2	2	2	2	1	1	1	1	1
50	West Bengal	North Kolkata Unit – I	2	2	2	2	2	1	1	1	1	2
51	West Bengal	South Kolkata Unit – III	2	2	2	2	2	1	1	1	1	1

Source: Responses to RTI applications received from March to July, 2025

Annexure C8: Women staff

S. No.	State / UT	District Commission	Staff, actual					Women staff				
			2021	2022	2023	2024	2025	2021	2022	2023	2024	2025
1	A&N Islands	A&N	NP	NP	NP	NP	NP	1	1	1	1	1
2	Andhra Pradesh	Vijaywada	6	12	12	12	12	3	3	3	3	3
3	Assam	Kamrup	9	8	9	7	7	0	0	0	0	0
4	Bihar	Patna	10	10	13	13	13	2	2	2	2	2
5	Chhattisgarh	Durg	12	13	15	15	14	2	2	2	2	1
6	Delhi	Central Delhi (VIII)	7	10	10	9	8	0	0	0	0	0
7	Delhi	New Delhi (VI)	9	12	10	10	10	3	4	2	2	2
8	Delhi	North Delhi (I)	5	4	5	5	3	1	1	1	1	1
9	Delhi	North East Delhi (IV)	7	10	10	10	10	3	3	4	5	5
10	Delhi	South (II)	8	9	9	9	NP	0	0	0	0	NP
11	Delhi	South East (X)	3	7	6	6	NP	1	2	1	1	NP
12	Delhi	South West Delhi (VII)	4	7	6	4	NP	1	1	0	0	NP
13	Delhi	West Delhi (III)	11	11	11	11	11	NP	NP	NP	NP	NP
14	Goa	North Goa	7	10	9	10	9	5	6	7	8	7
15	Gujarat	Gandhinagar	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP
16	Haryana	Gurgaon	11	11	15	15	15	NP	NP	NP	NP	NP
17	Himachal Pradesh	Shimla	13	14	14	14	NP	3	4	4	1	NP
18	Jammu Kashmir	Jammu	NP	7	7	7	7	NP	0	4	4	4
19	Jammu Kashmir	Srinagar (Ganderbal)	0	9	10	10	10	NP	0	1	1	1
20	Jharkhand	Dhanbad	1	7	8	9	9	0	0	0	0	0
21	Karnataka	Bengaluru Rural, Urban 1st Additional	9	9	10	10	10	3	3	3	4	4
22	Karnataka	Bengaluru Urban	12	12	12	12	12	3	5	4	4	4
23	Karnataka	Bengaluru Urban II Addl.	8	8	11	11	11	8	8	9	6	8
24	Karnataka	Bengaluru Urban III Addl.	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP
25	Karnataka	Bengaluru Urban IV Addl.	11	11	11	11	11	11	10	7	5	5
26	Kerala	Thiruvananthapuram	11	11	11	11	11	8	9	9	9	9
27	Lakshadweep	Kavaratti	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP
28	Madhya Pradesh	Bhopal - 1	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP
29	Madhya Pradesh	Bhopal - 2	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP
30	Maharashtra	Central Mumbai	8	11	10	11	11	4	6	5	8	7
31	Maharashtra	Mumbai Suburban	8	NP	8	9	7	NP	NP	NP	NP	NP
32	Maharashtra	Mumbai Suburban Additional	6	6	7	6	6	NP	NP	NP	NP	NP
33	Maharashtra	South Mumbai	9	7	11	10	6	5	4	5	5	4
34	Meghalaya	Shillong	6	6	6	6	6	NP	NP	NP	NP	NP
35	Nagaland	Kohima	2	2	2	2	2	NP	NP	NP	NP	NP
36	Puducherry	Puducherry	3	2	2	3	3	NP	NP	NP	NP	NP
37	Punjab	SAS Nagar Mohali	11	13	13	13	13	2	2	2	2	NP
38	Rajasthan	Jaipur-I	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP
39	Rajasthan	Jaipur-II	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP
40	Rajasthan	Jaipur-III	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP
41	Rajasthan	Jaipur-IV	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP
42	Sikkim	Gangtok	8	9	9	9	9	NP	NP	NP	NP	5
43	Tamil Nadu	Chennai (North)	11	11	11	11	11	4	3	3	4	NP
44	Tamil Nadu	Chennai (South)	13	14	14	16	16	NP	NP	NP	NP	14
45	Uttar Pradesh	Lucknow-I	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP
46	Uttar Pradesh	Lucknow-II	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP
47	Uttarakhand	Haridwar	NP	NP	NP	NP	7	NP	NP	NP	NP	NP
48	West Bengal	Central Kolkata Unit – II	8	12	12	12	12	0	0	0	0	0
49	West Bengal	Kolkata Unit - IV	7	12	13	10	10	0	2	2	2	2
50	West Bengal	North Kolkata Unit – I	13	12	13	13	14	1	3	4	4	4
51	West Bengal	South Kolkata Unit – III	6	11	12	10	9	2	6	6	6	4

Source: Responses to RTI applications received from March to July, 2025

Annexure C9: Case clearance rate

S. No.	State / UT	District Commission	Cases filed			
			2022	2023	2024	2025
1	A&N Islands	A&N	20	7	10	1
2	Andhra Pradesh	Vijaywada	218	246	247	100
3	Assam	Kamrup	141	137	147	1
4	Bihar	Patna	608	670	641	36
5	Chhattisgarh	Durg	599	773	297	63
6	Delhi	Central Delhi (VIII)	173	313	968	68
7	Delhi	New Delhi (VI)	405	639	634	64
8	Delhi	North Delhi (I)	325	315	514	324
9	Delhi	North East Delhi (IV)	340	480	635	52
10	Delhi	South (II)	438	436	461	98
11	Delhi	South East (X)	388	403	544	144
12	Delhi	South West Delhi (VII)	599	700	698	139
13	Delhi	West Delhi (III)	519	523	775	124
14	Goa	North Goa	74	75	118	6
15	Gujarat	Gandhinagar	NP	NP	NP	NP
16	Haryana	Gurgaon	1,062	1,221	1,588	333
17	Himachal Pradesh	Shimla	351	407	98	9
18	Jammu Kashmir	Jammu	0	341	368	54
19	Jammu Kashmir	Srinagar (Ganderbal)	118	326	289	47
20	Jharkhand	Dhanbad	324	257	240	53
21	Karnataka	Bengaluru Rural, Urban 1st Additional	NP	NP	NP	NP
22	Karnataka	Bengaluru Urban	330	521	463	107
23	Karnataka	Bengaluru Urban II Addl.	379	452	482	35
24	Karnataka	Bengaluru Urban III Addl.	282	392	474	63
25	Karnataka	Bengaluru Urban IV Addl.	NP	NP	NP	NP
26	Kerala	Thiruvananthapuram	453	598	807	248
27	Lakshadweep	Kavaratti	0	4	2	3
28	Madhya Pradesh	Bhopal 1	NP	606	739	125
29	Madhya Pradesh	Bhopal 2	944	108	128	0
30	Maharashtra	Central Mumbai	488	716	177	40
31	Maharashtra	Mumbai Suburban	338	427	575	54
32	Maharashtra	Mumbai Suburban Additional	304	236	277	45
33	Maharashtra	South Mumbai	298	192	185	36
34	Meghalaya	Shillong	40	46	50	NP
35	Nagaland	Kohima	17	10	22	9
36	Puducherry	Puducherry	40	82	123	33
37	Punjab	SAS Nagar Mohali	813	636	625	88
38	Rajasthan	Jaipur-I	361	643	688	102
39	Rajasthan	Jaipur-II	957	957	986	142
40	Rajasthan	Jaipur-III	453	1,071	747	44
41	Rajasthan	Jaipur-IV	961	739	860	174
42	Sikkim	Gangtok	12	20	26	2
43	Tamil Nadu	Chennai (North)	175	201	284	181
44	Tamil Nadu	Chennai (South)	452	416	401	192
45	Uttar Pradesh	Lucknow-I	814	679	708	85
46	Uttar Pradesh	Lucknow-II	497	522	646	107
47	Uttarakhand	Haridwar	480	309	198	49
48	West Bengal	Central Kolkata Unit – II	249	181	146	17
49	West Bengal	Kolkata Unit - IV	304	454	361	35
50	West Bengal	North Kolkata Unit – I	336	219	188	0
51	West Bengal	South Kolkata Unit – III	1,090	889	756	104

* January to March, 2025

Source: Responses to RTI applications received from March to July, 2025

Annexure C9: Case clearance rate

S. No.	District Commission	Cases disposed				Case clearance rate (%)			
		2022	2023	2024	2025	2022	2023	2024	2025
1	A&N	33	0	0	0	165.0	0.0	0.0	0.0
2	Vijaywada	103	90	54	9	47.3	36.6	21.9	9.0
3	Kamrup	137	100	133	4	97.2	73.0	90.5	400.0
4	Patna	721	1,163	680	190	118.6	173.6	106.1	527.8
5	Durg	148	321	56	1	24.7	41.5	18.9	1.6
6	Central Delhi (VIII)	241	371	578	117	139.3	118.5	59.7	172.1
7	New Delhi (VI)	535	666	712	67	132.1	104.2	112.3	104.7
8	North Delhi (I)	297	461	454	258	91.4	146.4	88.3	79.6
9	North East Delhi (IV)	175	122	508	34	51.5	25.4	80.0	65.4
10	South (II)	528	670	627	109	120.6	153.7	136.0	111.2
11	South East (X)	313	675	711	168	80.7	167.5	130.7	116.7
12	South West Delhi (VII)	424	807	975	190	70.8	115.3	139.7	136.7
13	West Delhi (III)	215	82	375	42	41.4	15.7	48.4	33.9
14	North Goa	36	155	106	17	48.7	206.7	89.8	283.3
15	Gandhinagar	NP	NP	NP	NP	NP	NP	NP	NP
16	Gurgaon	746	666	806	205	70.2	54.6	50.8	61.6
17	Shimla	467	509	121	9	133.1	125.1	123.5	100.0
18	Jammu	0	136	78	0	0.0	39.9	21.2	0.0
19	Srinagar (Ganderbal)	27	462	413	87	22.9	141.7	142.9	185.1
20	Dhanbad	167	161	133	19	51.5	62.7	55.4	35.9
21	Bengaluru Rural, Urban 1st Additional	NP	NP	NP	NP	NP	NP	NP	NP
22	Bengaluru Urban	328	472	215	0	99.4	90.6	46.4	0.0
23	Bengaluru Urban II Addl.	362	352	183	1	95.5	77.9	38.0	2.9
24	Bengaluru Urban III Addl.	266	358	313	5	94.3	91.3	66.0	7.9
25	Bengaluru Urban IV Addl.	NP	NP	NP	NP	NP	NP	NP	NP
26	Thiruvananthapuram	235	316	209	101	51.9	52.8	25.9	40.7
27	Kavaratti	0	0	3	1	0.0	0.0	150.0	33.3
28	Bhopal 1	500	532	506	58	NP	87.8	68.5	46.4
29	Bhopal 2	406	739	679	98	43.0	684.3	530.5	NP
30	Central Mumbai	231	437	21	0	47.3	61.0	11.9	0.0
31	Mumbai Suburban	48	139	28	57	14.2	32.6	4.9	105.6
32	Mumbai Suburban Additional	170	59	56	90	55.9	25.0	20.2	200.0
33	South Mumbai	150	52	40	1	50.3	27.1	21.6	2.8
34	Shillong	34	35	31	NP	85.0	76.1	62.0	NP
35	Kohima	3	9	14	4	17.7	90.0	63.6	44.4
36	Puducherry	0	124	177	24	0.0	151.2	143.9	72.7
37	SAS Nagar Mohali	689	639	827	89	84.8	100.5	132.3	101.1
38	Jaipur-I	646	621	1,168	133	179.0	96.6	169.8	130.4
39	Jaipur-II	318	689	720	61	33.2	72.0	73.0	43.0
40	Jaipur-III	610	815	559	36	134.7	76.1	74.8	81.8
41	Jaipur-IV	462	481	719	100	48.1	65.1	83.6	57.5
42	Gangtok	7	15	26	2	58.3	75.0	100.0	100.0
43	Chennai (North)	175	201	231	13	100.0	100.0	81.3	7.2
44	Chennai (South)	458	445	356	154	101.3	107.0	88.8	80.2
45	Lucknow-I	686	854	624	70	84.3	125.8	88.1	82.4
46	Lucknow-II	1,156	1,138	671	141	232.6	218.0	103.9	131.8
47	Haridwar	535	0	46	30	111.5	0.0	23.2	61.2
48	Central Kolkata Unit – II	90	43	26	0	36.1	23.8	17.8	0.0
49	Kolkata Unit - IV	163	370	217	52	53.6	81.5	60.1	148.6
50	North Kolkata Unit – I	226	86	45	4	67.3	39.3	23.9	NP
51	South Kolkata Unit – III	929	791	296	44	85.2	89.0	39.2	42.3

* January to March, 2025

Source: Responses to RTI applications received from March to July, 2025

Annexure C10: Lok Adalats

S. No.	State / UT	District Commission	Cases referred			
			2022	2023	2024	2025
1	A&N Islands	A&N	0	1	0	0
2	Andhra Pradesh	Vijaywada	0	80	14	0
3	Assam	Kamrup	78	0	18	0
4	Bihar	Patna	73	0	0	0
5	Chhattisgarh	Durg	69	248	86	36
6	Delhi	Central Delhi (VIII)	NP	NP	NP	NP
7	Delhi	New Delhi (VI)	133	112	117	24
8	Delhi	North Delhi (I)	0	NP	NP	NP
9	Delhi	North East Delhi (IV)	16	90	64	23
10	Delhi	South (II)	32	113	92	15
11	Delhi	South East (X)	16	167	184	27
12	Delhi	South West Delhi (VII)	0	12	5	0
13	Delhi	West Delhi (III)	NP	NP	NP	NP
14	Goa	North Goa	NP	NP	NP	NP
15	Gujarat	Gandhinagar	16	NP	23	NP
16	Haryana	Gurgaon	0	21	41	8
17	Himachal Pradesh	Shimla	NP	6	NP	NP
18	Jammu Kashmir	Jammu	0	25	22	0
19	Jammu Kashmir	Srinagar (Ganderbal)	40	66	134	25
20	Jharkhand	Dhanbad	34	5	0	0
21	Karnataka	Bengaluru Rural, Urban 1st Additional	NP	NP	NP	NP
22	Karnataka	Bengaluru Urban	249	55	95	8
23	Karnataka	Bengaluru Urban II Addl.	64	106	270	48
24	Karnataka	Bengaluru Urban III Addl.	NP	NP	NP	NP
25	Karnataka	Bengaluru Urban IV Addl.	-	NP	NP	NP
26	Kerala	Thiruvananthapuram	0	0	41	143
27	Lakshadweep	Kavaratti	0	0	0	0
28	Madhya Pradesh	Bhopal 1	58	270	214	30
29	Madhya Pradesh	Bhopal 2	47	166	142	30
30	Maharashtra	Central Mumbai	NP	NP	NP	NP
31	Maharashtra	Mumbai Suburban	2	0	0	0
32	Maharashtra	Mumbai Suburban Additional	5	0	0	0
33	Maharashtra	South Mumbai	NP	NP	NP	NP
34	Meghalaya	Shillong	0	0	0	0
35	Nagaland	Kohima	0	0	0	0
36	Puducherry	Puducherry	NP	32	38	13
37	Punjab	SAS Nagar Mohali	164	219	265	75
38	Rajasthan	Jaipur-I	163	162	104	20
39	Rajasthan	Jaipur-II	130	86	80	23
40	Rajasthan	Jaipur-III	227	176	68	6
41	Rajasthan	Jaipur-IV	89	90	156	6
42	Sikkim	Gangtok	6	NP	NP	NP
43	Tamil Nadu	Chennai (North)	0	0	0	0
44	Tamil Nadu	Chennai (South)	19	17	5	NP
45	Uttar Pradesh	Lucknow-I	66	105	96	38
46	Uttar Pradesh	Lucknow-II	134	165	113	34
47	Uttarakhand	Haridwar	NP	NP	NP	NP
48	West Bengal	Central Kolkata Unit – II	34	160	103	10
49	West Bengal	Kolkata Unit - IV	28	30	19	3
50	West Bengal	North Kolkata Unit – I	59	90	16	0
51	West Bengal	South Kolkata Unit – III	36	59	11	7

* January to March, 2025

Source: Responses to RTI applications received from March to July, 2025

Annexure C10: Lok Adalats

S. No.	District Commission	Cases settled				Case clearance rate (%)			
		2022	2023	2024	2025	2022	2023	2024	2025
1	A&N	0	0	0	0	NA	0.0	NA	NA
2	Vijaywada	0	11	4	0	NA	13.8	28.57	NA
3	Kamrup	7	0	3	0	9.0	NA	16.7	NA
4	Patna	38	0	0	0	52.1	NA	NA	NA
5	Durg	25	76	38	19	36.2	30.7	44.2	52.8
6	Central Delhi (VIII)	NP	NP	NP	NP	NP	NP	NP	NP
7	New Delhi (VI)	59	74	87	15	44.4	66.1	74.4	62.5
8	North Delhi (I)	46	47	76	51	NA	NP	NP	NP
9	North East Delhi (IV)	5	56	57	15	31.3	62.2	89.1	65.2
10	South (II)	14	61	68	10	43.8	54.0	73.9	66.7
11	South East (X)	0	123	182	24	0.0	73.7	98.9	88.9
12	South West Delhi (VII)	0	12	5	0	NA	100.0	100.0	NA
13	West Delhi (III)	NP	NP	NP	NP	NP	NP	NP	NP
14	North Goa	NP	NP	NP	NP	NP	NP	NP	NP
15	Gandhinagar	7	NP	13	NP	43.8	NP	56.5	NP
16	Gurgaon	0	13	24	4	NA	61.9	58.5	50.0
17	Shimla	NP	NP	NP	NP	NP	NP	NP	NP
18	Jammu	0	4	8	0	NA	16.0	36.4	NA
19	Srinagar (Ganderbal)	17	38	61	14	42.5	57.6	45.5	56.0
20	Dhanbad	11	1	0	0	32.4	20.0	NA	NA
21	Bengaluru Rural, Urban 1st Additional	NP	NP	NP	NP	NP	NP	NP	NP
22	Bengaluru Urban	22	18	22	0	8.8	32.7	23.2	0.0
23	Bengaluru Urban II Addl.	13	42	120	21	20.3	39.6	44.4	43.8
24	Bengaluru Urban III Addl.	NP	NP	NP	NP	NP	NP	NP	NP
25	Bengaluru Urban IV Addl.	NP	NP	NP	NP	NP	NP	NP	NP
26	Thiruvananthapuram	0	0	5	15	NA	NA	12.2	10.5
27	Kavaratti	0	0	0	0	NA	NA	NA	NA
28	Bhopal 1	42	60	85	8	72.4	22.2	39.7	26.7
29	Bhopal 2	28	136	94	15	59.6	81.9	66.2	50.0
30	Central Mumbai	2	1	NP	NP	NP	NP	NP	NP
31	Mumbai Suburban	0	0	0	0	0.0	NA	NA	NA
32	Mumbai Suburban Additional	0	0	0	0	0.0	NA	NA	NA
33	South Mumbai	2	1	1	NP	NP	NP	NP	NP
34	Shillong	0	0	0	0	NA	NA	NA	NA
35	Kohima	0	0	0	0	NA	NA	NA	NA
36	Puducherry	NP	NP	NP	NP	NP	NP	NP	NP
37	SAS Nagar Mohali	37	96	116	25	22.6	43.8	43.8	33.3
38	Jaipur-I	29	29	33	14	17.8	17.9	31.7	70.0
39	Jaipur-II	65	37	29	11	50.0	43.0	36.3	47.8
40	Jaipur-III	83	61	44	3	36.6	34.7	64.7	50.0
41	Jaipur-IV	37	38	55	4	41.6	42.2	35.3	66.7
42	Gangtok	0	NP	NP	NP	0.0	NP	NP	NP
43	Chennai (North)	0	0	0	0	NA	NA	NA	NA
44	Chennai (South)	NP	NP	NP	NP	NP	NP	NP	NP
45	Lucknow-I	31	33	33	18	47.0	31.4	34.4	47.4
46	Lucknow-II	79	107	80	16	59.0	64.9	70.8	47.1
47	Haridwar	NP	NP	NP	NP	NP	NP	NP	NP
48	Central Kolkata Unit – II	5	70	54	3	14.7	43.8	52.4	30.0
49	Kolkata Unit - IV	4	6	3	2	14.3	20.0	15.8	66.7
50	North Kolkata Unit – I	15	32	8	0	25.4	35.6	50.0	NA
51	South Kolkata Unit – III	5	21	6	1	13.9	35.6	54.6	14.3

* January to March, 2025

Source: Responses to RTI applications received from March to July, 2025

Annexure C11: Mediation

S. No.	State / UT	District Commission	Cases referred			
			2022	2023	2024	2025*
1	A & N Islands	A&N	0	0	0	0
2	Andhra Pradesh	Vijaywada	21	10	9	1
3	Assam	Kamrup	0	0	0	0
4	Bihar	Patna	0	0	0	0
5	Chhattisgarh	Durg	0	0	0	0
6	Delhi	Central Delhi (VIII)	NP	1	9	1
7	Delhi	New Delhi (VI)	NP	NP	NP	NP
8	Delhi	North Delhi (I)	NP	NP	NP	NP
9	Delhi	North East Delhi (IV)	3	3	5	0
10	Delhi	South (II)	45	61	25	8
11	Delhi	South East (X)	11	20	1	14
12	Delhi	South West Delhi (VII)	NP	NP	NP	NP
13	Delhi	West Delhi (III)	NP	NP	NP	NP
14	Goa	North Goa	NP	NP	NP	NP
15	Gujarat	Gandhinagar	NP	NP	NP	NP
16	Haryana	Gurgaon	1	0	0	0
17	Himachal Pradesh	Shimla	0	0	0	0
18	Jammu Kashmir	Jammu	0	0	0	0
19	Jammu Kashmir	Srinagar	0	0	0	0
20	Jharkhand	Dhanbad	0	0	0	0
21	Karnataka	Bengaluru Rural, Urban 1st Additional	0	2	1	0
22	Karnataka	Bengaluru Urban	NP	NP	NP	NP
23	Karnataka	Bengaluru Urban II Addl.	NP	NP	NP	NP
24	Karnataka	Bengaluru Urban III Addl.	NP	NP	NP	NP
25	Karnataka	Bengaluru Urban IV Addl.	3	0	0	0
26	Kerala	Thiruvananthapuram	0	497	490	143
27	Lakshadweep	Kavaratti	0	0	0	0
28	Madhya Pradesh	Bhopal - I	30	9	3	0
29	Madhya Pradesh	Bhopal - II	11	32	57	0
30	Maharashtra	Central Mumbai	0	0	0	0
31	Maharashtra	Mumbai Suburban	0	0	0	0
32	Maharashtra	Mumbai Suburban Additional	0	0	0	0
33	Maharashtra	South Mumbai	0	0	0	0
34	Meghalaya	Shillong	0	0	0	0
35	Nagaland	Kohima	NP	NP	NP	NP
36	Puducherry	Puducherry	0	0	1	0
37	Punjab	SAS Nagar Mohali	0	0	0	0
38	Rajasthan	Jaipur-I	NP	NP	NP	NP
39	Rajasthan	Jaipur-II	NP	NP	NP	NP
40	Rajasthan	Jaipur-III	NP	NP	NP	NP
41	Rajasthan	Jaipur-IV	NP	NP	NP	NP
42	Sikkim	Gangtok	2	NP	17	1
43	Tamil Nadu	Chennai (North)	0	0	0	0
44	Tamil Nadu	Chennai (South)	1	1	NP	1
45	Uttar Pradesh	Lucknow-I	NP	NP	NP	NP
46	Uttar Pradesh	Lucknow-II	NP	NP	NP	NP
47	Uttarakhand	Haridwar	0	0	0	0
48	West Bengal	Central Kolkata Unit – II	3	0	0	0
49	West Bengal	Kolkata Unit - IV	0	0	0	0
50	West Bengal	North Kolkata Unit – I	4	0	0	0
51	West Bengal	South Kolkata Unit – III	0	0	0	0

* January to March, 2025

Source: Responses to RTI applications received from March to July, 2025

Annexure C11: Mediation

S. No.	District Commission	Cases settled				Case clearance rate (%)				No. of Mediation Cells (2025)	No. of Trained Mediators (2025)
		2022	2023	2024	2025*	2022	2023	2024	2025*		
1	A&N	0	0	0	0	NP	NP	NP	NP	0	13
2	Vijaywada	2	8	2	1	9.5	80	22.2	100	NP	NP
3	Kamrup	0	0	0	0	NP	NP	NP	NP	0	0
4	Patna	0	0	0	0	NP	NP	NP	NP	0	19
5	Durg	0	0	0	0	NP	NP	NP	NP	0	2
6	Central Delhi (VIII)	NP	NP	2	0	NP	NP	22.2	NP	0	0
7	New Delhi (VI)	NP	NP	NP	NP	NP	NP	NP	NP	0	0
8	North Delhi (I)	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP
9	North East Delhi (IV)	2	1	5	0	66.7	33.3	100	NP	0	0
10	South (II)	45	61	24	2	100	100	96	25	1	NP
11	South East (X)	11	20	1	4	100	100	100	28.6	0	0
12	South West Delhi (VII)	NP	NP	NP	NP	NP	NP	NP	NP	0	NP
13	West Delhi (III)	NP	NP	NP	NP	NP	NP	NP	NP	0	0
14	North Goa	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP
15	Gandhinagar	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP
16	Gurgaon	0	0	0	0	NP	NP	NP	NP	1	NP
17	Shimla	0	0	0	0	NP	NP	NP	NP	1	8
18	Jammu	0	0	0	0	NP	NP	NP	NP	0	7
19	Srinagar	0	0	0	0	NP	NP	NP	NP	0	10
20	Dhanbad	0	0	0	0	NP	NP	NP	NP	1	12
21	Bengaluru Rural, Urban 1st Additional	0	1	1	0	NP	50	100	NP	1	5
22	Bengaluru Urban	NP	NP	NP	NP	NP	NP	NP	NP	NP	5
23	Bengaluru Urban II Addl.	NP	NP	NP	NP	NP	NP	NP	NP	1	5
24	Bengaluru Urban III Addl.	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP
25	Bengaluru Urban IV Addl.	3	0	0	0	100	NP	NP	NP	1	5
26	Thiruvananthapuram	0	67	61	15	NP	13.5	12.4	10.5	1	14
27	Kavaratti	0	0	0	0	NP	NP	NP	NP	1	0
28	Bhopal - I	18	2	0	0	60	22.2	NP	NP	1	NP
29	Bhopal - II	7	11	7	0	63.6	34.4	12.3	NP	1	NP
30	Central Mumbai	0	0	0	0	NP	NP	NP	NP	NP	10
31	Mumbai Suburban	0	0	0	0	NP	NP	NP	NP	NP	6
32	Mumbai Suburban Additional	0	0	0	0	NP	NP	NP	NP	NP	6
33	South Mumbai	0	0	0	0	NP	NP	NP	NP	NP	10
34	Shillong	0	0	0	0	NP	NP	NP	NP	1	1
35	Kohima	NP	NP	NP	NP	NP	NP	NP	NP	NP	0
36	Puducherry	0	0	1	0	NP	NP	100	NP	1	13
37	SAS Nagar Mohali	0	0	0	0	NP	NP	NP	NP	0	0
38	Jaipur-I	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP
39	Jaipur-II	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP
40	Jaipur-III	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP
41	Jaipur-IV	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP
42	Gangtok	2	NP	2	NP	100	NP	11.8	NP	1	2
43	Chennai (North)	0	0	0	0	NP	NP	NP	NP	1	10
44	Chennai (South)	1	NP	NP	NP	100	NP	NP	NP	1	1
45	Lucknow-I	NP	NP	NP	NP	NP	NP	NP	NP	NP	16
46	Lucknow-II	NP	NP	NP	NP	NP	NP	NP	NP	NP	10
47	Haridwar	0	0	0	0	NP	NP	NP	NP	0	0
48	Central Kolkata Unit – II	2	0	0	0	66.7	NP	NP	NP	1	21
49	Kolkata Unit - IV	0	0	0	0	NP	NP	NP	NP	1	20
50	North Kolkata Unit – I	2	0	0	0	50	NP	NP	NP	1	0
51	South Kolkata Unit – III	0	0	0	0	NP	NP	NP	NP	NP	25

* January to March, 2025

Source: Responses to RTI applications received from March to July, 2025

Annexure C12: Budget

S. No.	State / UT	District Commission	Allocation (Rs lakh)			
			2021-22	2022-23	2023-24	2024-25
1	A&N Islands	A&N	NP	NP	NP	NP
2	Andhra Pradesh	Vijaywada	6.3	2.5	0.5	0.0
3	Assam	Kamrup	55.4	61.8	87.1	81.9
4	Bihar	Patna	79.3	102.9	131.4	154.3
5	Chhattisgarh	Durg	NP	NP	NP	NP
6	Delhi	Central Delhi (VIII)	NP	NP	NP	NP
7	Delhi	New Delhi (VI)	NP	NP	NP	NP
8	Delhi	North Delhi (I)	51.6	105.1	144.9	144.0
9	Delhi	North East Delhi (IV)	39.7	142.9	121.6	104.4
10	Delhi	South (II)	88.0	132.9	139.4	140.8
11	Delhi	South East (X)	39.1	92.4	139.6	88.4
12	Delhi	South West Delhi (VII)	71.6	158.0	140.3	180.2
13	Delhi	West Delhi (III)	76.6	137.7	138.1	156.8
14	Goa	North Goa	NP	NP	NP	NP
15	Gujarat	Gandhinagar	NP	NP	NP	NP
16	Haryana	Gurgaon	90.1	120.3	120.8	13.2
17	Himachal Pradesh	Shimla	87.0	111.8	140.6	146.2
18	Jammu Kashmir	Jammu	NP	NP	NP	NP
19	Jammu Kashmir	Srinagar (Ganderbal)	NP	NP	NP	NP
20	Jharkhand	Dhanbad	32.1	87.8	91.7	80.5
21	Karnataka	Bengaluru Rural, Urban 1st Additional	169.3	97.7	147.3	75.2
22	Karnataka	Bengaluru Urban	124.3	135.8	120.8	120.8
23	Karnataka	Bengaluru Urban II Addl.	113.8	140.9	111.9	99.2
24	Karnataka	Bengaluru Urban III Addl.	NP	NP	NP	NP
25	Karnataka	Bengaluru Urban IV Addl.	NP	NP	NP	NP
26	Kerala	Thiruvananthapuram	9.3	2.2	17.2	3.0
27	Lakshadweep	Kavaratti	NP	NP	NP	NP
28	Madhya Pradesh	Bhopal - I	142.9	174.3	196.2	219.9
29	Madhya Pradesh	Bhopal - II	NP	NP	NP	NP
30	Maharashtra	Central Mumbai	138.5	128.5	123.1	152.8
31	Maharashtra	Mumbai Suburban	127.1	128.5	433.7	645.6
32	Maharashtra	Mumbai Suburban Additional	145.6	137.4	115.6	126.2
33	Maharashtra	South Mumbai	137.9	124.9	100.2	92.5
34	Meghalaya	Shillong	33.4	69.2	69.5	70.4
35	Nagaland	Kohima	NP	NP	NP	NP
36	Puducherry	Puducherry	NP	NP	NP	NP
37	Punjab	SAS Nagar Mohali	165.3	155.5	180.5	154.2
38	Rajasthan	Jaipur-I	NP	NP	NP	NP
39	Rajasthan	Jaipur-II	NP	NP	NP	NP
40	Rajasthan	Jaipur-III	NP	NP	NP	NP
41	Rajasthan	Jaipur-IV	NP	NP	NP	NP
42	Sikkim	Gangtok	36.7	46.8	67.3	79.1
43	Tamil Nadu	Chennai (North)	86.5	3.8	3.9	4.0
44	Tamil Nadu	Chennai (South)	76.1	107.5	119.8	130.1
45	Uttar Pradesh	Lucknow-I	64.2	93.1	103.1	96.6
46	Uttar Pradesh	Lucknow-II	61.8	88.0	79.5	84.9
47	Uttarakhand	Haridwar	3.2	3.7	2.7	3.0
48	West Bengal	Central Kolkata Unit – II	41.0	36.8	53.1	134.3
49	West Bengal	Kolkata Unit - IV	4.4	46.0	48.8	37.3
50	West Bengal	North Kolkata Unit – I	41.6	23.4	44.1	99.4
51	West Bengal	South Kolkata Unit – III	46.0	45.6	53.0	33.7

Source: Responses to RTI applications received from March to July, 2025

Annexure C12: Budget

S. No.	State / UT	District Commission	Expenditure (Rs lakh)				Utilisation (%)			
			2021 -22	2022 -23	2023 -24	2024 -25	2021 -22	2022 -23	2023 -24	2024 -25
1	A&N Islands	A&N	NP	NP	NP	NP	NP	NP	NP	
2	Andhra Pradesh	Vijaywada	6.3	2.5	0.5	0.0	100.0	100.0	100.0	100.0
3	Assam	Kamrup	43.1	55.7	82.6	66.3	77.7	90.0	94.8	80.9
4	Bihar	Patna	51.5	96.7	105.8	101.2	65.0	93.9	80.5	65.6
5	Chhattisgarh	Durg	NP	NP	NP	NP	NP	NP	NP	NP
6	Delhi	Central Delhi (VIII)	NP	NP	NP	NP	NP	NP	NP	NP
7	Delhi	New Delhi (VI)	NP	NP	NP	NP	NP	NP	NP	NP
8	Delhi	North Delhi (I)	51.6	104.7	139.1	140.4	100.0	99.6	96.0	97.5
9	Delhi	North East Delhi (IV)	37.4	141.0	117.5	97.6	94.2	98.7	96.7	93.4
10	Delhi	South (II)	63.5	130.5	135.5	113.9	72.2	98.2	97.2	80.9
11	Delhi	South East (X)	27.6	86.9	135.3	86.0	70.7	94.1	96.9	97.4
12	Delhi	South West Delhi (VII)	67.1	129.5	132.6	151.1	93.7	82.0	94.5	83.9
13	Delhi	West Delhi (III)	NP	NP	NP	NP	NP	NP	NP	NP
14	Goa	North Goa	NP	NP	NP	NP	NP	NP	NP	NP
15	Gujarat	Gandhinagar	NP	NP	NP	NP	NP	NP	NP	NP
16	Haryana	Gurgaon	9.1	120.3	120.8	132.1	10.1	100.0	100.0	997.1
17	Himachal Pradesh	Shimla	111.8	111.8	130.5	142.8	128.6	100.0	92.8	97.6
18	Jammu Kashmir	Jammu	NP	NP	NP	NP	NP	NP	NP	NP
19	Jammu Kashmir	Srinagar (Ganderbal)	NP	NP	NP	NP	NP	NP	NP	NP
20	Jharkhand	Dhanbad	25.2	67.5	78.1	76.4	78.6	76.9	85.1	95.0
21	Karnataka	Bengaluru Rural, Urban 1st Additional	169.3	97.7	147.3	75.2	100.0	100.0	100.0	100.0
22	Karnataka	Bengaluru Urban	124.3	135.8	120.8	120.8	100.0	100.0	100.0	100.0
23	Karnataka	Bengaluru Urban II Addl.	113.8	140.9	111.9	99.2	100.0	100.0	100.0	100.0
24	Karnataka	Bengaluru Urban III Addl.	NP	NP	NP	NP	NP	NP	NP	NP
25	Karnataka	Bengaluru Urban IV Addl.	NP	NP	NP	NP	NP	NP	NP	NP
26	Kerala	Thiruvananthapuram	9.3	2.2	16.0	3.0	100.0	100.0	93.3	100.0
27	Lakshadweep	Kavaratti	NP	NP	NP	NP	NP	NP	NP	NP
28	Madhya Pradesh	Bhopal - I	136.2	164.9	195.4	216.3	95.3	94.6	99.6	98.3
29	Madhya Pradesh	Bhopal - II	NP	NP	NP	NP	NP	NP	NP	NP
30	Maharashtra	Central Mumbai	116.8	109.9	123.1	152.8	84.4	85.5	100.0	100.0
31	Maharashtra	Mumbai Suburban	105.2	115.9	153.8	167.2	82.8	90.2	35.5	25.9
32	Maharashtra	Mumbai Suburban Additional	137.4	125.1	119.1	117.0	94.4	91.1	103.1	92.8
33	Maharashtra	South Mumbai	104.3	116.3	100.2	92.5	75.6	93.1	100.0	100.0
34	Meghalaya	Shillong	29.7	69.1	69.5	66.9	88.7	99.8	100.0	94.9
35	Nagaland	Kohima	NP	NP	NP	NP	NP	NP	NP	NP
36	Puducherry	Puducherry	39.7	102.8	188.4	171.2	NP	NP	NP	NP
37	Punjab	SAS Nagar Mohali	160.8	131.7	162.3	147.2	97.3	84.7	90.0	95.5
38	Rajasthan	Jaipur-I	NP	NP	NP	NP	NP	NP	NP	NP
39	Rajasthan	Jaipur-II	NP	NP	NP	NP	NP	NP	NP	NP
40	Rajasthan	Jaipur-III	NP	NP	NP	NP	NP	NP	NP	NP
41	Rajasthan	Jaipur-IV	NP	NP	NP	NP	NP	NP	NP	NP
42	Sikkim	Gangtok	31.6	38.8	52.0	65.9	86.2	82.9	77.3	83.4
43	Tamil Nadu	Chennai (North)	98.7	99.9	102.8	111.6	114.1	2628.9	2648.3	2798.0
44	Tamil Nadu	Chennai (South)	54.4	107.0	118.4	130.0	71.5	99.6	98.9	99.9
45	Uttar Pradesh	Lucknow-I	55.4	88.6	101.3	90.5	86.4	95.2	98.3	93.7
46	Uttar Pradesh	Lucknow-II	59.6	80.4	76.1	78.9	96.5	91.4	95.8	92.9
47	Uttarakhand	Haridwar	86.0	78.9	68.2	68.2	2712.2	2162.4	2527.8	2274.4
48	West Bengal	Central Kolkata Unit – II	43.2	52.0	50.8	138.1	105.5	141.3	95.6	102.8
49	West Bengal	Kolkata Unit - IV	7.1	46.0	44.0	46.2	161.7	100.0	90.2	124.0
50	West Bengal	North Kolkata Unit – I	54.1	60.5	56.8	82.5	129.9	258.2	128.8	82.9
51	West Bengal	South Kolkata Unit – III	34.3	50.5	55.1	35.6	74.6	110.8	104.1	105.7

Source: Responses to RTI applications received from March to July, 2025

Annexure C13: Cases pending for more than 3 years

S. No.	State / UT	District Commission	Cases pending, 2025			% of cases pending for more than 3 years (2025)
			0 to 1 years	1 to 3 years	More than 3 years	
1	A&N Islands	A&N	44	7	5	9
2	Andhra Pradesh	Vijaywada	190	68	200	44
3	Assam	Kamrup	95	171	338	56
4	Bihar	Patna	498	1,322	2,748	60
5	Chhattisgarh	Durg	303	1,311	473	23
6	Delhi	Central Delhi (VIII)	644	236	305	26
7	Delhi	New Delhi (VI)	NP	NP	NP	NP
8	Delhi	North Delhi (I)	41	249	544	65
9	Delhi	North East Delhi (IV)	236	449	81	11
10	Delhi	South (II)	324	397	456	39
11	Delhi	South East (X)	464	441	275	23
12	Delhi	South West Delhi (VII)	187	1,483	701	30
13	Delhi	West Delhi (III)	NP	NP	NP	NP
14	Goa	North Goa	17	80	6	6
15	Gujarat	Gandhinagar	NP	NP	NP	NP
16	Haryana	Gurgaon	1,262	599	537	22
17	Himachal Pradesh	Shimla	NP	NP	NP	NP
18	Jammu Kashmir	Jammu	290	205	262	35
19	Jammu Kashmir	Srinagar (Ganderbal)	229	355	730	56
20	Jharkhand	Dhanbad	262	402	267	29
21	Karnataka	Bengaluru Rural, Urban 1st Additional	NP	NP	NP	NP
22	Karnataka	Bengaluru Urban	325	83	0	0
23	Karnataka	Bengaluru Urban II Addl.	289	144	19	4
24	Karnataka	Bengaluru Urban III Addl.	229	38	17	6
25	Karnataka	Bengaluru Urban IV Addl.	NP	NP	NP	NP
26	Kerala	Thiruvananthapuram	745	282	218	18
27	Lakshadweep	Kavaratti	NP	NP	NP	NP
28	Madhya Pradesh	Bhopal - 1	NP	NP	NP	NP
29	Madhya Pradesh	Bhopal - 2	NP	NP	NP	NP
30	Maharashtra	Central Mumbai	196	496	283	29
31	Maharashtra	Mumbai Suburban	196	618	247	23
32	Maharashtra	Mumbai Suburban Additional	263	425	223	24
33	Maharashtra	South Mumbai	180	440	303	33
34	Meghalaya	Shillong	NP	NP	NP	NP
35	Nagaland	Kohima	24	18	25	37
36	Puducherry	Puducherry	106	71	96	35
37	Punjab	SAS Nagar Mohali	618	763	272	16
38	Rajasthan	Jaipur-I	NP	NP	NP	NP
39	Rajasthan	Jaipur-II	NP	NP	NP	NP
40	Rajasthan	Jaipur-III	NP	NP	NP	NP
41	Rajasthan	Jaipur-IV	NP	NP	NP	NP
42	Sikkim	Gangtok	NP	NP	NP	NP
43	Tamil Nadu	Chennai (North)	NP	NP	NP	NP
44	Tamil Nadu	Chennai (South)	NP	NP	NP	NP
45	Uttar Pradesh	Lucknow-I	NP	NP	NP	NP
46	Uttar Pradesh	Lucknow-II	NP	NP	NP	NP
47	Uttarakhand	Haridwar	209	610	573	41
48	West Bengal	Central Kolkata Unit – II	206	674	686	44
49	West Bengal	Kolkata Unit - IV	165	292	13	3
50	West Bengal	North Kolkata Unit – I	139	382	126	19
51	West Bengal	South Kolkata Unit – III	560	1,202	415	19

Source: Responses to RTI applications received from March to July, 2025

Glossary

HUMAN RESOURCES

1. SCDRC President Vacancies (%)

Formula:

$$100 - \left(\frac{\text{Actual SCDRC president strength}}{\text{Sanctioned SCDRC president strength}} \right) \times 100$$

Benchmark: 0%

Scoring guide: Lower, the better

Period/Date: April 2025

Sources: Parliamentary Question- Lok Sabha Unstarred Question No. 5127

2. SCDRC Member Vacancies (%)

Formula:

$$100 - \left(\frac{\text{Actual SCDRC member strength}}{\text{Sanctioned SCDRC member strength}} \right) \times 100$$

Benchmark: 0%

Scoring guide: Lower, the better

Period/Date: April 2025

Sources: Parliamentary Question- Lok Sabha Unstarred Question No. 5127

3. DCDRC President Vacancies (%)

Formula:

$$100 - \left(\frac{\text{Actual DCDRC president strength}}{\text{Sanctioned DCDRC president strength}} \right) \times 100$$

Benchmark: 0%

Scoring guide: Lower, the better

Period/Date: April 2025

Sources: Parliamentary Question- Lok Sabha Unstarred Question No. 5127

4. DCDRC Member Vacancies (%)

Formula:

$$100 - \left(\frac{\text{Actual DCDRC member strength}}{\text{Sanctioned DCDRC member strength}} \right) \times 100$$

Benchmark: 0%

Scoring guide: Lower, the better

Period/Date: April 2025

Sources: Parliamentary Question- Lok Sabha Unstarred Question No. 5127

5. SCDRC Staff Vacancies (%)

Formula:

$$100 - \left(\frac{\text{Actual SCDRC staff strength}}{\text{Sanctioned SCDRC staff strength}} \right) \times 100$$

Benchmark: 0%

Scoring guide: Lower, the better

Period/Date: March - July, 2025

Sources: RTI to State Consumer Disputes Redressal Commission

DIVERSITY

6. Share of women in SCDRC (Presidents & Members) (%)

Formula:

$$\frac{\text{Women presidents \& members}}{\text{Total presidents \& members}} \times 100$$

Benchmark: Not available

Scoring guide: Higher, the better

Period/Date: 2024

Sources: RTI to State Consumer Disputes Redressal Commission

7. Share of women in SCDRC (Staff) (%)

Formula:

$$\frac{\text{Women staff}}{\text{Total staff}} \times 100$$

Benchmark: Not available

Scoring guide: Higher, the better

Period/Date: 2024

Sources: RTI to State Consumer Disputes Redressal Commission

WORKLOAD

8. Case Clearance Rate of SCDRCs (%)

SCDRC cases disposed

----- x 100

SCDRC cases filed

Benchmark: 100%

Scoring guide: Higher, the better

Period/Date: March 2025

Data source: Parliamentary Question- Lok Sabha

Unstarred Question No. 4320

9. SCDRC Cases pending for more than 3 years (%)

Formula:

Cases pending for more than 3 years in SCDRCs

-----x 100

Total cases pending in SCDRCs

Benchmark: 0%

Scoring guide: Lower, the better

Period/Date: March - July, 2025

Source: RTI to State Consumer Disputes Redressal

Commission

INFRASTRUCTURE

10. DCDRCs as percentage of districts (%)

Formula:

No. of district commissions

-----x 100

No. of districts

Benchmark: Not available

Scoring guide: Higher, the better

Period/Date: March 2025

Sources: Parliamentary Question- Lok Sabha

Unstarred Question No. 4320

BUDGETS

11. SCDRC Budget Utilised (%)

Formula:

Expenditure by SCDRC

-----x 100

Allocation to SCDRC

Benchmark: 100%

Scoring guide: Higher, the better

Period/Date: F.Y. 2024-25

Data source: RTI to State Consumer Disputes

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About the Consumer Justice Report

The **Consumer Justice Report** is a first-of-its-kind comprehensive examination of the institutional capacity of India's consumer dispute redressal commissions at the state and district levels. 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.

By bringing siloed data to one place, this IJR study provides policy makers, active citizens and stakeholders with a valuable resource with which to address serious challenges and improve the overall functioning of the system.

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