

**Quarterly Statistical Data by the State Commission**  
**/District Commissions.**

**STATE CONSUMER DISPUTES REDRESSAL COMMISSION**  
**MAHARASHTRA MUMBAI.**

**QUARTERLY REPORT ENDING AT DECEMBER 2023**

**1 Infomration regarding Building/Staff of the State  
Commission and District Commissions as on AS ON  
31/12/2023**

	Name of Consumer Commissions	Building			Staff (Yes/No)		
		Owned / Govt. Building	Rented	Space (Yes /No)		Sufficient	Insufficient
				Sufficient	Insufficient		
A	<b>STATE COMMISSION</b>						
1	MUMBAI BENCH	GOVT BUILDING	NO	NO	YES	NO	YES
2	AURANGABAD CB	GOVT BUILDING	RENTED	NO	YES	NO	YES
3	NAGPUR CB	GOV/ BUILDING	NO	NO	YES	NO	YES
B	<b>DISTRICT COMMISSION</b>						
1	SOUTH MUMBAI	GOVT BUILDING	NO	NO	YES	NO	YES
2	CENTRAL MUMBAI	GOVT BUILDING	NO	NO	YES	NO	YES
3	MUMBAI SUBURBAN	GOVT BUILDING	NO	YES	YES	NO	YES
4	MUMBAI SUBURBAN ADDITIONAL	GOVT BUILDING	YES	NO	YES	NO	YES
5	THANE	GOVT BUILDING	NO	NO	YES	NO	YES
6	THANE ADDITIONAL	GOVT BUILDING	NO	YES	NO	Yes	YES
7	RAIGAD	GOVT BUILDING	NO	YES	NO	NO	YES

8	RATNAGIRI	OWNED BUILDING	NO	YES	NO	NO	YES
9	SINDHUDURGA	GOVT BUILDING	NO	YES	NO	NO	YES
10	PUNE District	GOVT BUILDING	NO	NO	YES	NO	YES
11	ADDITIONAL PUNE	GOVT BUILDING	NO	NO	YES	NO	YES
12	SATARA	OWNED BUILDING	NO	NO	YES	NO	YES
13	SANGLI	OWNED BUILDING	NO	NO	YES	NO	YES
14	KOLHAPUR	GOVT BUILDING	NO	NO	YES	NO	YES
15	SOLAPUR	OWNED BUILDING	NO	NO	YES	NO	YES
16	NASHIK	GOVT BUILDING	NO	NO	YES	NO	YES
17	DHULE	OWNED BUILDING	NO	NO	YES	NO	YES
18	NANDURBAR	GOVT BUILDING	NO	YES	NO	NO	YES
19	JALGAON	OWNED BUILDING	NO	NO	YES	NO	YES
20	AHMEDNAGAR	GOVT BUILDING	NO	YES	NO	NO	YES
21	AURANGABAD	GOVT BUILDING	NO	NO	YES	NO	YES
22	BEED	NO	YES	NO	YES	NO	YES
23	PARBHANI	OWNED BUILDING	NO	YES	NO	YES	NO
24	HINGOLI	GOV.BUILDING	NO	YES	NO	NO	YES
25	NANDED	NO	YES	YES	NO	NO	YES
26	LATUR	OWNED BUILDING	NO	YES	NO	NO	YES
27	OSMANABAD	OWNED BUILDING	NO	NO	YES	No	YES
28	JALNA	OWNED BUILDING	NO	YES	NO	Yes	NO
29	AMRAVATI	OWNED BUILDING	NO	YES	NO	No	YES
30	AKOLA	OWNED BUILDING	NO	YES	NO		YES
31	WASHIM	GOVT BUILDING	NO	YES	NO	YES	NO
32	BULDANA	OWNED BUILDING	NO	NO	YES	No	YES
33	YAVATMAL	OWNED BUILDING	NO	NO	YES	NO	YES

34	NAGPUR	GOVT BUILDING	NO	NO	YES	NO	YES
35	ADDITIONAL NAGPUR	GOVT BUILDING	NO	YES	NO	NO	YES
36	WARDHA	OWNED BUILDING	NO	YES	NO	NO	YES
37	BHANDARA	OWNED BUILDING	NO	YES	NO	NO	YES
38	GONDIA	GOVT BUILDING	NO	YES	NO	NO	YES
39	CHANDRAPUR	GOVT BUILDING	NO	YES	NO	YES	NO
40	GADCHIROLI	OWNED BUILDING	NO	YES	NO	NO	YES

## 2 Information regarding Number/ Functional / Non-functional of District Commissions

No. of Districts	No. of District Commission	No. Of Additional District Commissions	Functional	Non-Functional	Remarks, if any (Name of of the non-functional DCs)
	40	4	<b>37</b>	3	Additional Mumbai Suburban, Bhandara, Gondia
Reasons for Non-functioning:- Non Functional due to Vacant Post of President.					

**3 Information regarding Vacancy Position in the State Commissions and District Commissions. Please put up the Number of Vacancies, if any As on 31/12/2023**

		State Commission		District Commissions		Remarks (Name of Districts)	Date from Which the vacancy has arisen
		President	Member	President	Members		
A	<b>STATE COMMISSION</b>						
1	MUMBAI BENCH	0	1	-	-		
2	AURANGABAD CB	0	0	-	-		
3	NAGPUR CB	0	0	-	-		
	<b>TOTAL</b>	0	1	-	-		
B	<b>DISTRICT COMMISSION</b>						
1	SOUTH MUMBAI	-	-	0	0		
2	CENTRAL MUMBAI	-	-	0	0		
3	MUMBAI SUBURBAN	-	-	0	0		
4	MUMBAI SUBURBAN ADDITIONAL	-	-	1	0	Appointment order issued but not joined.	
5	THANE	-	-	0	0		
6	THANE ADDITIONAL	-	-	0	0		
7	RAIGAD	-	-	0	1	Appointment order issued but not joined.	
8	RATNAGIRI	-	-	0	0		
9	SINDHUDURGA	-	-	0	0		
10	PUNE	-	-	0	1	Appointment order issued but not joined.	

11	ADDITIONAL PUNE	-	-	0	0		
12	SATARA	-	-	0	0		
13	SANGLI	-	-	0	0		
14	KOLHAPUR	-	-	0	0		
15	SOLAPUR	-	-	0	1	Appointment order issued but not joined.	
16	NASHIK	-	-	0	1	Appointment order issued but not joined.	
17	DHULE	-	-	0	0		
18	NANDURBAR	-	-	0	0		
19	JALGAON	-	-	0	0		
20	AHMEDNAGAR	-	-	0	0		
21	AURANGABAD	-	-	0	0		
22	BEED	-	-	0	1	Appointment order issued but not joined.	
23	PARBHANI	-	-	0	0		
24	HINGOLI	-	-	0	0		
25	NANDED	-	-	0	0		
26	LATUR	-	-	0	0		
27	OSMANABAD	-	-	0	0		
28	JALNA	-	-	0	0		
29	AMRAVATI	-	-	0	0		
30	AKOLA	-	-	0	0		
31	WASHIM	-	-	0	0		
32	BULDANA	-	-	0	1	Appointment order issued	

						but not joined.	
33	YAVATMAL	-	-	0	1	Appointment order issued but not joined.	
34	NAGPUR	-	-	0	0		
35	ADDITIONAL NAGPUR	-	-	0	1	Appointment order issued but not joined.	
36	WARDHA	-	-	0	0		
37	BHANDARA	-	-	1	1	Appointment order issued but not joined.	
38	GONDIA	-	-	1	1	Appointment order issued but not joined.	
39	CHANDRAPUR	-	-	0	1	Appointment order issued but not joined.	
40	GADCHIROLI	-	-	0	0		
	<b>TOTAL B</b>	-	-				
	<b>TOTAL A + B</b>	<b>0</b>	<b>1</b>	<b>3</b>	<b>11</b>		

#### **4 NO OF CASES FILED/DISPOSED OF /PENDING SINCE INCEPTION AS ON 31/12/2023**

<b>SR NO</b>	<b>NAME OF CONSUMER COMMISSIONS</b>	<b>NO OF CASES FILED SINCE INCEPTION</b>	<b>NO OF CASES DISPOSED OF SINCE INCEPTION</b>	<b>NO OF CASES PENDING</b>
A	<b>STATE COMMISSION</b>			
1	MUMBAI BENCH	54977	35395	19583
2	AURANGABAD CB	33732	25945	7787
3	NAGPUR CB	18174	14315	3859
	<b>TOTAL</b>	<b>106883</b>	<b>75655</b>	<b>31229</b>

B	DISTRICT COMMISSION			
1	SOUTH MUMBAI	10690	10690	10690
2	CENTRAL MUMBAI	11231	9706	1525
3	MUMBAI SUBURBAN	20004	16656	3348
4	MUMBAI SUBURBAN ADDITIONAL	4374	3455	919
5	THANE	20166	16395	3771
6	THANE ADDITIONAL	5245	4881	364
7	RAIGAD	10736	9713	1023
8	RATNAGIRI	4091	3900	191
9	SINDHUDURGA	2603	2412	191
10	PUNE District	22755	20538	2217
11	ADDITIONAL PUNE	13562	12279	1283
12	SATARA	10844	9587	1257
13	SANGLI	4091	3900	191
14	KOLHAPUR	19184	16618	2566
15	SOLAPUR	13366	12696	670
16	NASHIK	15219	12310	2909
17	DHULE	8296	7674	622
18	NANDURBAR	1794	1433	361
19	JALGAON	19039	16951	2088
20	AHMEDNAGAR	13688	12083	1605
21	AURANGABAD	17774	16498	1276
22	BEED	7159	6766	393
23	PARBHANI	10544	8439	2105
24	HINGOLI	3560	2289	1271
25	NANDED	20193	13234	6959
26	LATUR	7814	7055	759
27	OSMANABAD	8314	7699	615
28	JALNA	6070	5721	367
29	AMRAVATI	8672	7834	838
30	AKOLA	12179	11159	1020
31	WASHIM	28	9	196
32	BULDANA	9083	7275	808
33	YAVATMAL	13657	12521	1136
34	NAGPUR	25479	22498	2981

35	ADDITIONAL NAGPUR	9851	7487	2364
36	WARDHA	4496	4213	283
37	BHANDARA	4731	4409	327
38	GONDIA	2354	2072	282
39	CHANDRAPUR	21	4	21
40	GADCHIROLI	1238	1097	141
	<b>TOTAL B</b>	<b>404195</b>	<b>352156</b>	<b>61933</b>
	<b>TOTAL A + B</b>	<b>511078</b>	<b>427811</b>	<b>93162</b>

## 5 Declaration regarding Head of Department/ Head of Office

Whether President of State Commissions is Head of Department (Yes/No)	Whether President of District Commissions is Head of Office (Yes/No)
<b>YES</b>	<b>NO</b>

## 6 AGE WISE PENDENCY

SR NO.	CONSUMER COMMISSIONS	CASES PENDING FOR MORE THAN 5 YEARS	CASES PENDING FOR MORE THAN 3 YEARS	CASES PENDING FOR MORE THAN 2 YEARS
A	<b>STATE COMMISSION</b>			
1	MUMBAI BENCH	10321	3893	1413
2	AURANGABAD CB	442	1425	1797
3	NAGPUR CB	1220	2210	2501
	<b>TOTAL = A</b>	11983	7528	5711
B	<b>DISTRICT COMMISSION</b>			
1	SOUTH MUMBAI	327	543	888
2	CENTRAL MUMBAI	138	543	799
3	MUMBAI SUBURBAN	1424	1745	2140
4	MUMBAI SUBURBAN ADDITIONAL	115	200	266
5	THANE	2656	2653	3240



6	THANE ADDITIONAL	9	9	30
7	RAIGAD	261	531	460
8	RATNAGIRI	1	41	60
9	SINDHUDURGA	14	27	28
10	PUNE District	57	300	1860
11	ADDITIONAL PUNE	1	5	535
12	SATARA	164	262	184
13	SANGLI	1	41	60
14	KOLHAPUR	220	1056	1414
15	SOLAPUR	58	90	280
16	NASHIK	382	783	1298
17	DHULE	11	56	555
18	NANDURBAR	260	193	163
19	JALGAON	60	493	383
20	AHMEDNAGAR	94	615	896
21	AURANGABAD	0	80	169
22	BEED	0	2	0
23	PARBHANI	1	7	629
24	HINGOLI	0	222	816
25	NANDED	63	888	3009
26	LATUR	5	95	120
27	OSMANABAD	54	107	445
28	JALNA	1	7	360
29	AMRAVATI	13	61	172
30	AKOLA	1	52	182
31	WASHIM	0	0	79
32	BULDANA	6	40	303
33	YAVATMAL	97	336	528
34	NAGPUR	437	605	1803
35	ADDITIONAL NAGPUR	567	746	569
36	WARDHA	10	54	100
37	BHANDARA	0	7	41
38	GONDIA	0	5	18
39	CHANDRAPUR	456	334	109
40	GADCHIROLI	0	7	22

	<b>TOTAL = B</b>	7964	13841	25013
	<b>TOTAL A + B</b>	<b>19947</b>	<b>21369</b>	<b>30724</b>

**7 Information regarding Honorarium / Remuneration being paid to Hon'ble Presidents & Members of the State Commission /District Commissions AS ON 31/12/2023**

<b>State Commission</b>		<b>District Commission</b>	
<b>President</b>	<b>Member</b>	<b>President</b>	<b>Member</b>
Salaries and allowances as admissible to the sitting Judge of the High Court of the state	Minimum of the scale of pay of Additional Commissioner of State Government and other allowances admissible to such officer	Salary and allowances as are admissible to District Judge in as super time scale of pay.	Minimum of scale of pay of Deputy Secretary of State Government and other allowances admissible to such officer

**8 NO. CASES FILED, DISPOSED & PENDING, YEAR-WISE**

YEAR	STATE COMMISSION			DISTRICT COMMISSION		
	CASES FILED IN THE YEAR	CASES DISPOSED OF IN THE YEAR	CASES PENDING AT THE END	CASES FILED IN THE YEAR	CASES DISPOSED OF IN THE YEAR	CASES PENDING AT THE END
2019	6278	1479	15120	16349	12880	11916
2020	2448	449	14953	11430	6793	13867
2021	3427	464	17177	17496	8055	20262
2022	4401	313	19715	17947	7599	23605
2023	3372	84	21107	14106	3509	23652

## 9 NO. OF CASES DISPOSED OF IN LOK ADALAT

SR NO.	CONSUMER COMMISSIONS	NO. OF CASES DISPOSED OF SINCE INCEPTION
<b>A</b>	<b>STATE COMMISSION</b>	
1	MUMBAI BENCH	50
2	AURANGABAD CB	23
3	NAGPUR CB	40
	<b>TOTAL = A</b>	113
<b>B</b>	<b>DISTRICT COMMISSION</b>	
1	SOUTH MUMBAI	18
2	CENTRAL MUMBAI	9
3	MUMBAI SUBURBAN	5
4	MUMBAI SUBURBAN ADDITIONAL	3
5	THANE	0
6	THANE ADDITIONAL	0
7	RAIGAD	95
8	RATNAGIRI	69
9	SINDHUDURGA	44
10	PUNE District	7
11	ADDITIONAL PUNE	50
12	SATARA	52
13	SANGLI	69
14	KOLHAPUR	23
15	SOLAPUR	23
16	NASHIK	544
17	DHULE	0
18	NANDURBAR	0
19	JALGAON	28
20	AHMEDNAGAR	150
21	AURANGABAD	74
22	BEED	4
23	PARBHANI	35
24	HINGOLI	0
25	NANDED	1
26	LATUR	51

27	OSMANABAD	129
28	JALNA	5
29	AMRAVATI	18
30	AKOLA	7
31	WASHIM	0
32	BULDANA	79
33	YAVATMAL	47
34	NAGPUR	263
35	ADDITIONAL NAGPUR	21
36	WARDHA	15
37	BHANDARA	21
38	GONDIA	9
39	CHANDRAPUR	5
40	GADCHIROLI	2
	<b>TOTAL = B</b>	1975
	<b>TOTAL A + B</b>	2088

## **10 STATUS OF e-DAAKHIL ( E-FILING):- As on 31/12/2023**

<b>SR NO.</b>	<b>CONSUMER COMMISSIONS</b>	<b>NO OF CASES FILED THROUGH e-DAAKHIL PORTAL</b>
<b>A</b>	<b>STATE COMMISSION</b>	
1	MUMBAI BENCH	868
2	AURANGABAD CB	685
3	NAGPUR CB	214
	<b>TOTAL = A</b>	1767
<b>B</b>	<b>DISTRICT COMMISSION</b>	
1	SOUTH MUMBAI	20
2	CENTRAL MUMBAI	67
3	MUMBAI SUBURBAN	200
4	MUMBAI SUBURBAN ADDITIONAL	14

5	THANE	305
6	THANE ADDITIONAL	151
7	RAIGAD	81
8	RATNAGIRI	43
9	SINDHUDURGA	25
10	PUNE	547
11	ADDITIONAL PUNE	323
12	SATARA	132
13	SANGLI	43
14	KOLHAPUR	10
15	SOLAPUR	17
16	NASHIK	355
17	DHULE	0
18	NANDURBAR	25
19	JALGAON	8
20	AHMEDNAGAR	62
21	AURANGABAD	291
22	BEED	154
23	PARBHANI	0
24	HINGOLI	3
25	NANDED	159
26	LATUR	---
27	OSMANABAD	275
28	JALNA	43
29	AMRAVATI	35
30	AKOLA	0
31	WASHIM	4
32	BULDANA	14
33	YAVATMAL	127
34	NAGPUR	561
35	ADDITIONAL NAGPUR	317
36	WARDHA	26
37	BHANDARA	53
38	GONDIA	0
39	CHANDRAPUR	57
40	GADCHIROLI	59

	<b>TOTAL = B</b>	4606
	<b>TOTAL A + B</b>	6373

# 11

## 1 Performance of State Commission and District Commission (Rule-18 of the Consumer Protection (Consumer Disputes Redressal Commission) Rules, 2020]

		<b>State Commission</b>	<b>District Commission</b>
I	(a) Total cases file since inception	106883	409601
	(b) Cases Disposed of	75655	348444
	(c) Cases disposed of within prescribed time norms	7230	72867

	(d) Number of cases disposed of by Lok Adalat method	63	19315
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		<b>State Commission</b>	<b>District Commission</b>
II	Detailed Break up of cases pending (give number of cases)		
	(a) Over 3 months upt to 1 year	8214	16784
	(b) Over 1 year upt to 2 years	11937	20583
	(c) Over 2 years upt to 5 years	3768	16065
	(d) Over 5 years	18195	6601

III	Cases disposed of within time norms (give number)	<b>State Commission</b>		<b>District Commission</b>	
		<b>Number</b>	<b>Percentage</b>	<b>Number</b>	<b>Percentage</b>
	(a) Cases received after 15 march 02	14597		142280	
	(b) Cases disposed of within time norms out of (a) above (Number and %)	105	0.7193258889	127255	89.43983694

## 2 Implementation of CONFONET Project

I	Computer Hardware/Software has	State Commission	District Commission
	(a) been received	YES	YES
	(b) been installed	YES	YES
	(c) been functional	YES	YES

II	Activities being done through computers	State Commission	District Commission
	(a) Is Case Monitoring System Installed & Operational	YES	YES
	(b) Has the live case data been entered?	YES	YES
	(c) Whether Cause list and judgement being posted on the website	YES	YES

## 3 Training

(a)	Training of Members /President in Indian Institute of Public Administration	To be trained in the year as per training plan	Trained so far	During the quarter
(b)	Training of State/District level Officers in BIS Training Institute	NA	NA	NA
(c)	Training Under CONFONET			
	(a) President and Members	120	0	0
	(b) Other Staff	100	0	0
(d)	Any Other Training.	NO	NO	NO

**(Rohini S. Bhosale)**  
**Registrar Legal,**

**State Consumer Disputes Redressal  
Commission,  
Maharashtra Mumbai.**