

National Consumer Disputes Redressal Commission (NCDRC)

The National Consumer Disputes Redressal Commission (NCDRC) is an important topic for the UPSC exam. It is related to the polity & governance, consumer rights, law segments of the [UPSC syllabus](#). In this article, you can read all about the NCDRC for the civil services exam.

What is the NCDRC?

The National Consumer Disputes Redressal Commission or the NCDRC is a quasi-judicial commission established as per the provisions of the Consumer Protection Act, 1986.

- It was established in 1988.
- Its headquarters is in New Delhi.
- The NCDRC is headed by a retired or a sitting judge of the [Supreme Court](#).
- The objective of the National Consumer Disputes Redressal Commission, as well as the respective state commissions and district fora is to provide speedy, economical and summary resolution of consumer complaints or disputes.
- Currently, the NCDRC is headed by Justice R. K. Agrawal (former SC judge) and comprises seven other members.
- The NCDRC is at the apex while it has 35 state commissions and 629 district fora under it.

Aspirants can read more about the [Consumer Protection Act, 2019](#) in the linked article.

NCDRC Jurisdiction

Section 21 of the Consumer Protection Act 1986 provides that the NCDRC can entertain consumer complaints that are valued over Rs. 1 Crore. **As per the 2019 Act that replaced the 1986 Act, the NCDRC will entertain complaints valued above Rs. 10 Crore.**

- Also, the Commission has appellate as well as revisional jurisdictions from the orders of the State Consumer Disputes Redressal Commissions and the District Fora, as the case may be.
- The Act also provides that any person who is aggrieved by an order of the NCDRC may appeal against the order in the Supreme Court of the country within a period of 30 days.
- The State commissions will entertain cases between Rs. 1 Crore and Rs. 10 Crore.
- The District fora will look into cases up to Rs. 1 Crore.
- Another change made in the 2019 Act is that the complainant can make the complaint in the place where he/she works or resides rather than where the opposite party resides or conducts business, thereby, easing the burden on consumers.

UPSC Questions related to National Consumer Disputes Redressal Commission (NCDRC)

Who is the current Chairman of the NCDRC?

Justice R.K. Agarwal is the current Chairman of the NCDRC.

Who was the first President of the NCDRC?

The first President of the NCDRC was Justice V Balakrishna Eradi.

Who is the father of consumer movement?

The consumer rights movement originated in the United States and American activist Ralph Nader is considered the father of the modern consumer rights movement.

