

IC-74 - Liability Insurance

Original Text in book
Chapter 2 Page no.48.

a) Redressal agencies

For the purposes of the Act, consumer disputes redressal agencies are established as follows:

i. District forum

This forum has jurisdiction to entertain complaints where value of the goods or services and the compensation claimed is **less than Rs.1 crore**. The order of the District forum shall be final unless an appeal is filed there from within 30 days from the date of the award. The District forum is empowered to send its order/decrees for execution to appropriate civil court.

ii. State commission

This redressal authority has original, appellate and supervisory jurisdiction. It would entertain appeals from the district forum. It has original jurisdiction to entertain complaints, where the value of goods/services and compensation claimed exceeds **Rs.1 crore but does not exceed Rs.10 crore**.

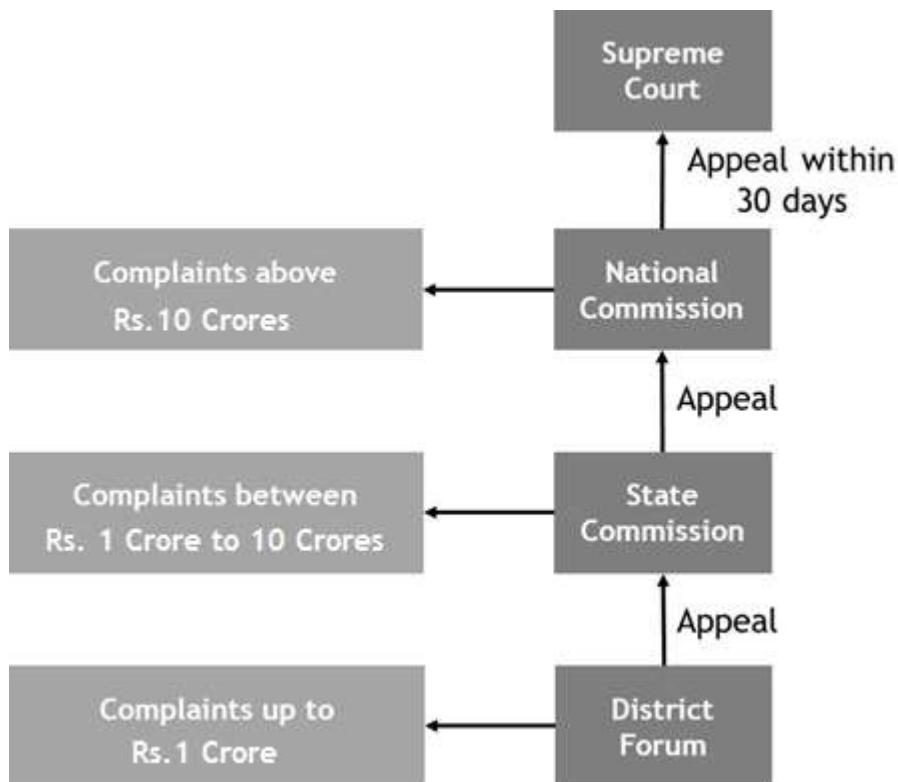
Original Text in book
Chapter 2 Page no.49.

iii. National commission

This redressal authority has original, appellate and supervisory jurisdiction. It would entertain appeals from the district forum. It has original jurisdiction to entertain complaints, where the value of goods/services and compensation claimed exceeds **Rs.1 crore but does not exceed Rs.10 crore**.

All the three redressal agencies have the powers of a Civil Court.

Diagram 3: Redressal agencies



Revised text as per revised District Forum
Chapter 2 Page no.48.

a) Redressal agencies

For the purposes of the Act, consumer disputes redressal agencies are established as follows:

i. District forum

This forum has jurisdiction to entertain complaints where value of the goods or services and the compensation claimed is **less than Rs.50 Lakh**. The order of the District forum shall be final unless an appeal is filed there from within **45 days** from the date of the award. The District forum is empowered to send its order/decreed for execution to appropriate civil court.

ii. State commission

This redressal authority has original, appellate and supervisory jurisdiction. It would entertain appeals from the district forum. It has original jurisdiction to entertain complaints, where the value of goods/services and compensation claimed exceeds **Rs.50 lakh but does not exceed Rs.2 crore**.

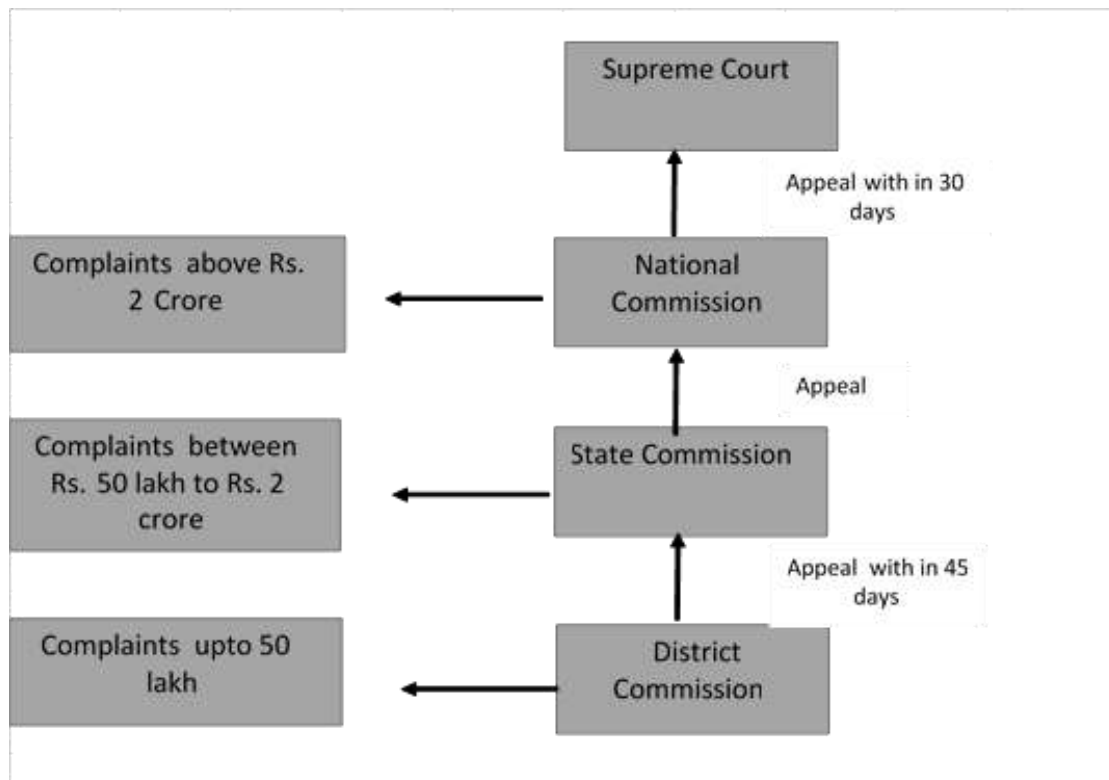
Revised Text in book
Chapter 2 Page no.49.

iii. National commission

The final authority established under the Act is the National Commission. It also has original appellate as well as supervisory jurisdiction. It would hear the appeals from the order passed by the State commission and in its original jurisdiction it will entertain disputes, where goods/services and the compensation claimed exceeds **Rs.2 crore**. An appeal shall lie within 30 days from the order of the National Commission to Supreme Court.

All the three redressal agencies have the powers of a Civil Court.

Diagram 3 : Redressal agencies



Original Text in book
Chapter 2 Page no.56 & 57.

Self-Examination Questions

Question 6

Complaints can be filed to the State Commission if the value of goods/services and compensation claimed is:

- I. Less than 10 lakhs
- II. More than 10 lakhs but less than 20 lakhs
- III. More than 20 lakhs but less than 1 crore
- IV. More than 1 crore

Answers to Self-Examination Questions

Answer 6

The correct option is III.

Complaints can be filed to the State Commission if the value of goods/services and compensation claimed is more than 20 lakhs but less than 1 crore.

Revised Text in book
Chapter 2 Page no.56 & 57.

Self-Examination Questions

Question 6

Complaints can be filed to the State Commission if the value of goods/services and compensation claimed is:

- I. Less than 10 lakhs
- II. More than 10 lakhs but less than 20 lakhs
- III. **More than 50 lakhs but less than 2 crore**
- IV. More than 1 crore

Answers to Self-Examination Questions

Answer 6

The correct option is III.

Complaints can be filed to the State Commission if the value of goods/services and compensation claimed is **more than 50 lakhs but less than 2 crore.**