

**Government of India**  
**Ministry of Consumer Affairs, Food and Public Distribution**  
**Department of Consumer Affairs**

**RAJYA SABHA**  
**UNSTARRED QUESTION No.879**  
**TO BE ANSWERED ON 22/12/2017**

**COMPLAINTS RECEIVED ON INGRAM PORTAL**

879. PROF. M.V. RAJEEV GOWDA:

**Will the Minister of CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION be pleased to state:**

- (a) the number of consumer complaints received till October, 2017 on the Integrated Grievance Redressal Mechanism (INGRAM);
- (b) the number of complaints resolved within the stipulated time of 60 days;
- (c) whether Government maintains a list of companies and the number of complaints received for each of them through the INGRAM portal; and
- (d) if so, whether a copy of the same may be provided?

**ANSWER**

**THE MINISTER OF STATE**  
**CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION**  
**(SHRI C.R. CHAUDHARY)**

(a) & (b) : INGRAM portal was launched by the Department on 15.08.2016 and during the period from 15.08.2016 till 31.10.2017 around 4,97,927 complaints were received. These complaints are forwarded to the convergence companies for redressal. Around 70% complaints are responded within the stipulated period of 60 days.

(c) & (d) : List of convergence companies is available on Integrated Grievance Redressal Mechanism (INGRAM) portal and can be accessed on <https://consumerhelpline.gov.in>.

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