

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

RAJYA SABHA
UNSTARRED QUESTION No.555
TO BE ANSWERED ON 14/12/2018

IMPROVEMENT IN POST-SALES STANDARD AND SERVICES

555. SHRI SANJAY RAUT:

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

- (a) whether Government's attention has been drawn towards a study, which indicated that nearly 43 per cent of mobile and computer manufacturers have the worst after-sales service and nearly 53 per cent of companies never replace the products;
- (b) if so, Government's views and reaction thereto; and
- (c) the steps being taken or proposed to be taken by Government for improving the post-sales standards and its services for the benefit of consumers?

ANSWER

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

(a) : Yes Sir.

(b) & (c) : The Department has launched an online portal www.consumerhelpline.gov.in, which provides a platform to the consumers to register their complaints. The Department has also set up a National Consumer Helpline (NCH) with a toll free number 1800-11- 4000 and short code 14404 to handle the consumer grievances. The NCH has partnered with more than 450 companies under its convergence programme to redress consumer grievances. In some cases complaints are received in the National Consumer Helpline (NCH) regarding delay in providing services, non-providing of post sales services, etc by the manufacturers/their authorized service centres during the warranty period. Such complaints are taken up with the concerned companies by the NCH for redressal. As per the data available with NCH for the complaints pertaining to convergence companies in respect of mobile, computer and electronic manufacturers received during the period of April to October, 2018, about 70% of the complaints have been redressed.

Further products like Mobile phones, Laptop / Notebook / Tablet etc were notified under the Electronics and Information Technology Goods (Requirements for Compulsory Registration) Order, 2012.

As per the Order, no person shall manufacture or store for sale, import, sell or distribute goods which do not conform to the Indian Standard specified in the Order. Manufacturers of these products are required to apply for registration from Bureau of Indian Standards (BIS) after getting their product tested from BIS recognized labs.

Consumer complaints received with respect to non-compliance of registered product as per the notified Indian Standards (i.e., mainly safety standards) are redressed as per the conformity assessment scheme of BIS.

Also, under the provisions of the Consumer Protection Act, 1986, a consumer can file a complaint relating to a defective product or deficiency in service or any unfair trade practice before a Consumer Forum of appropriate jurisdiction for redressal.
