

GOVERNMENT OF INDIA
MINISTRY OF CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION
DEPARTMENT OF CONSUMER AFFAIRS

RAJYA SABHA
UNSTARRED QUESTION No. 1839

TO BE ANSWERED ON 04.08.2023

STATUS OF GRIEVANCES ON NATIONAL CONSUMER HELPLINE

1839. MS. DOLA SEN

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

- (a) whether Government has data on total number of complaints received on its National Consumer Helpline during 2021-22 and 2022-23;
- (b) if so, the details thereof, if not, the reasons therefor;
- (c) whether Government has the percentage of complaints that have been successfully resolved on the portal during 2021-22 and 2022-23; and
- (d) if so, the details thereof, if not, the reasons therefor?

ANSWER

THE MINISTER OF STATE, CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION

(SHRI ASHWINI KUMAR CHOUBEY)

(a) to (d) : Yes, Department of Consumer Affairs has set up National Consumer Helpline (NCH), which serves as a pre-litigation alternate dispute resolution mechanism, with toll free number 1800-11-4000 or short code 1915 to handle the consumer grievances. The grievances/complaints of the consumers are taken up by the helpline with the companies/regulators/departments concerned for resolution. These grievances are received in 17 languages from consumers from all over the country through omni-channel, IT-enabled, central portal called Integrated Grievance Redressal Mechanism (INGRAM). Further, to increase the ease of access, integration with Whats app has been undertaken.

The details of data on total number of complaints received/registered on National Consumer Helpline during 2021-22 and 2022-23 along with the percentage of complaints that have been successfully resolved/redressed on the portal during 2021-22 and 2022-23 may be seen below:

Financial Year	Total grievances received	Grievances disposed of by Companies/Deptt/ Relevant advice by NCH during the year
2021-22	744625	706742 (94.9%)
2022-23	1005985	970061 (96.4%)
