

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

RAJYA SABHA
UNSTARRED QUESTION No. 1011
TO BE ANSWERED ON 28.07.2026

NATIONAL CONSUMER HELPLINE 2.0

1011. SHRI RAGHAV CHADHA

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

- (a) the details on the total number of complaints received and disposed of through the National Consumer Helpline in the last two years, year-wise, State-wise;
- (b) the details of complaints received through the Helpline, category-wise;
- (c) the progress made by Government in facilitating refund or compensation through the Helpline in this period; and
- (d) the steps being taken by Government to enhance accessibility of the Helpline for senior citizens and consumers residing in rural and remote areas?

ANSWER

THE MINISTER OF STATE, CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION
(SHRI B.L. VERMA)

(a) to (d) : The year-wise and State/UT-wise details on the total number of complaints received and disposed of through the National Consumer Helpline (NCH) in the last two years are given at **Annexure-I**.

The sector-wise details on the total number of complaints received through the National Consumer Helpline (NCH) during 2025 are given at **Annexure-II**.

The National Consumer Helpline (NCH) has successfully facilitated refunds amounting to over ₹91 crore to consumers between 25th April 2025 and 30th June 2026 by effectively addressing over 1,47,000 consumer grievances related to refund claims at the pre-litigation stage.

The National Consumer Helpline (NCH) administered by the Department of Consumer Affairs has emerged as a single point of access to consumers across the country including senior citizens for their grievance redressal at a pre-litigation stage. To enhance the accessibility of NCH for senior citizens and consumers across the country, the Government has taken several steps. Consumers can register their grievances from all over the country in 17 languages, including Hindi, English, Kashmiri, Punjabi, Nepali, Gujarati, Marathi, Kannada, Telugu, Tamil, Malayalam, Maithili, Santhali, Bengali, Odia, Assamese and Manipuri through a toll-free number 1915, thereby ensuring that consumers including

senior citizens are not restricted by language barriers regardless of the region they belong to. These grievances can be registered on the Integrated Grievance Redressal Mechanism (INGRAM), an omni-channel IT-enabled central portal through various channels such as WhatsApp (8800001915), SMS (8800001915), e-mail (nch-ca@gov.in), the NCH app, the web portal (consumerhelpline.gov.in) and the Umang app as per the convenience of the consumer, thus offering multiple modes of access. 1,853 companies, who have voluntarily partnered with NCH as part of the 'Convergence' programme directly respond to these grievances according to their redressal process and revert by providing a feedback to the complainant on the portal. Complaints against those companies, who have not partnered with NCH, are forwarded to the company for redressal.

As a result of the steps taken by the Government to enhance the accessibility of the National Consumer Helpline for consumers, the grievances registered during the period 1st January 2026 to 31st March 2026 have increased as compared to the period 1st January 2025 to 31st March 2025 from the States/UTs of Andaman and Nicobar Islands, Arunachal Pradesh, Assam, Jammu and Kashmir, Ladakh, Lakshadweep, Manipur, Meghalaya, Mizoram, Nagaland, Sikkim and Tripura. The grievances registered from these States/UTs during the period January 2025 to March 2025 were 6996 which increased nearly two and a half times to 17443 during the period January 2026 to March 2026 reflecting the improved reach and accessibility of the Helpline in these regions.

The website of the National Consumer Helpline (NCH) has been upgraded to serve as the central point of access for consumers across India seeking grievance redressal at pre-litigation stage. This website includes enhanced functionality, modern features, and improved navigation with a user-centric design. It incorporates advanced features, offering faster grievance resolution and a more efficient user experience.

To enhance the accessibility of the National Consumer Helpline for all consumers, including senior citizens and those residing in rural and remote areas, the Department of Consumer Affairs conducted nationwide consumer awareness campaigns under the "Jago Grahak Jago" programme through multiple communication platforms, including CBC, NFDC, IRCTC and social media platforms. Special outreach initiatives such as IVRS and SMS campaigns in English, Hindi and nine regional languages were undertaken, with focused coverage of North-Eastern States and SC/ST-dominated areas. The Department also provided grant-in-aid to States/UTs for undertaking localized consumer awareness activities.

Further, the Department has been conducting weekly virtual capacity-building sessions with Panchayati Raj Institutions across all States/UTs, conducted in several regional languages. Consumer awareness was also promoted through participation in public events, cinema screenings, AIR broadcasts, digital campaigns, and collaboration with MyGov, which ensured wider dissemination of information on consumer rights and grievance redressal mechanisms, thereby improving accessibility for all consumers, including senior citizens and those residing across all regions of the country, including rural and remote areas.

ANNEXURE REFERRED TO IN REPLY TO PART (a) to (d) OF RAJYA SABHA UNSTARRED QUESTION NO.1011 FOR ANSWER ON 28.07.2026 REGARDING NATIONAL CONSUMER HELPLINE 2.0 ASKED BY SHRI RAGHAV CHADHA.

Year-wise and State/UT-wise details on the total number of complaints received and disposed of through the National Consumer Helpline (NCH) in the last two years

State/UT-wise (2024 & 2025)

S. No.	State/UT	2024		2025	
		Received	Disposed	Received	Disposed
1.	Andaman and Nicobar Islands	897	897	831	831
2.	Andhra Pradesh	43343	43343	48807	48807
3.	Arunachal Pradesh	15860	15860	7370	7370
4.	Assam	16428	16428	17623	17623
5.	Bihar	74244	74244	89622	89622
6.	Chandigarh	3749	3749	4995	4995
7.	Chhattisgarh	14607	14607	17716	17716
8.	Dadra and Nagar Haveli and Daman And Diu	715	715	853	853
9.	Delhi	108526	108526	152356	152356
10.	Goa	3415	3415	4402	4402
11.	Gujarat	67306	67306	87339	87339
12.	Haryana	58171	58171	83321	83321
13.	Himachal Pradesh	6986	6986	9419	9419
14.	Jammu and Kashmir	9178	9178	12662	12662
15.	Jharkhand	21838	21838	26449	26449
16.	Karnataka	89028	89028	127944	127944
17.	Kerala	40298	40298	53863	53863
18.	Ladakh	218	218	215	215
19.	Lakshadweep	198	198	247	247
20.	Madhya Pradesh	67094	67094	85967	85967
21.	Maharashtra	147432	147432	196905	196905
22.	Manipur	471	471	682	682
23.	Meghalaya	751	751	1022	1022
24.	Mizoram	156	156	282	282
25.	Nagaland	362	362	474	474
26.	Odisha	28501	28501	34803	34803
27.	Puducherry	1086	1086	1863	1863
28.	Punjab	26486	26486	43728	43728
29.	Rajasthan	78675	78675	99406	99406
30.	Sikkim	602	602	824	824
31.	Tamil Nadu	53343	53343	90025	90025
32.	Telangana	58810	58810	76449	76449
33.	Tripura	2581	2581	2704	2704
34.	Uttar Pradesh	192311	192311	272248	272248
35.	Uttarakhand	15281	15281	20053	20053
36.	West Bengal	94465	94465	98153	98153

ANNEXURE-II

ANNEXURE REFERRED TO IN REPLY TO PART (a) to (d) OF RAJYA SABHA UNSTARRED QUESTION NO.1011 FOR ANSWER ON 28.07.2026 REGARDING NATIONAL CONSUMER HELPLINE 2.0 ASKED BY SHRI RAGHAV CHADHA.

Sector-wise details on the total number of complaints received through the National Consumer Helpline (NCH) during 2025.

Sector-wise 2025

S. No.	Sector	Received
1	E- Commerce	511198
2	Food	91012
3	Consumer Durables	87117
4	Telecom	82945
5	Electronics Products	82507
6	NBFCs	69568
7	Banking	64629
8	Automobiles	61527
9	Agency Services	58872
10	Broadband & Internet	55137
11	Travel & Tourism	53144
12	Retail Outlets	46639
13	Digital Payment Modes	33822
14	Courier & Cargo	26481
15	General Insurance	24109
16	Legal	22429
17	Electricity	20173
18	Legal Metrology	20004
19	Private Education	19204
20	Petroleum	13718
21	Others Sector / General Enquiry	327387

Note- NCH has put in place a mechanism to address all the grievances received on the helpline portal. All these grievances have been disposed.
