

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

**LOK SABHA
UNSTARRED QUESTION NO. 3093
TO BE ANSWERED ON 21.03.2017**

ONLINE PORTAL FOR COMPLAINTS

3093. SHRI LAKHAN LAL SAHU:
(OIH)

**Will the Minister of CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION
उपभोक्ता मामले, खाद्य और सार्वजनिक वितरण मंत्री be pleased to state:**

- (a) whether the Government has started/proposes to start online portal for registering various types of complaints like electricity, water, hospital, road, etc.;
- (b) if so, the details thereof; and
- (c) the time by which the portal is likely to be set up across the country?

ANSWER

**उपभोक्ता मामले, खाद्य और सार्वजनिक वितरण राज्य मंत्री
(श्री सी. आर. चौधरी)**

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

(a) to (c) : Yes Madam. The integrated portal www.consumerhelpline.gov.in registers all kinds for consumer complaints including complaints related to Electricity, Water etc. Complaints can be registered through telephonic calls received at the National Consumer Helpline Toll free No. 1800-11-4000 or short code 14404, SMS on 91-8130009809, and Consumer App, in addition to directly registering on the portal itself. The complaints related to Government Departments are moved to Nodal Officers of the Concerned Department/Ministry.
