

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

LOK SABHA
UNSTARRED QUESTION NO. 3176
TO BE ANSWERED ON 21.03.2017

GRAHAK SUVIDHA KENDRAS

3176. SHRIMATI KIRRON KHER:

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

- (a) whether the success of the Grahak Suvidha Kendras, which was established as a pilot project, has been reviewed;
- (b) if so, the details thereof;
- (c) whether there are plans to expand the project by setting more Grahak Suvidha Kendras;
- (d) if so, the details thereof; and
- (e) the details of the number of Grahak Suvidha Kendras already established in 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 (e): Yes Madam, Grahak Sividha Kendras (GSKs) were setup in Jaipur, Ahmedabad, Bengaluru, Patna and Kolkata on pilot basis to serve as 'one stop' facilitation centre for a variety of services to consumers including information dissemination, consumer awareness & education, training, counseling, mediation, grievance redress and assistance in approaching consumer courts. After a midterm review, the Department of Consumer Affairs has decided not to continue grant beyond 31st December, 2016 to the five GSKs.
