

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

LOK SABHA
UNSTARRED QUESTION NO. 251
TO BE ANSWERED ON 18.07.2017

STATE CONSUMER HELPLINES

251. SHRI K. PARASURAMAN:

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

- (a) whether it is a fact that a large number of State Consumer Helplines are not functional and if so, the details thereof;
- (b) whether the Government has issued directions to State and District consumer fora to make them operational so as to address the grievances of people; and
- (c) if so, the details thereof and the response from the concerned State/District fora?

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) : Twenty-six State Consumer Helplines set up with the financial assistance from the Central Government are functioning presently, the list of which is at **Annexure**.

(b) & (c) : Question does not arise as the State Consumer Disputes Redressal Commissions and the District Consumer Disputes Redressal Fora are quasi-judicial bodies concerned with adjudication of complaints filed by the consumers and they do not handle matters relating to State Consumer Helplines.

STATEMENT REFERRED IN REPLY TO PART (a) OF LOK SABHA UNSTARRED QUESTION NO.251 FOR 18.07.2017 REGARDING STATE CONSUMER HELPLINES.

Sl. No.	Name of State /UT	Helpline No.
1.	Andhra Pradesh	1800-425-0082, 1800-425-2977
2.	Arunachal Pradesh	1800-345-3601
3.	Assam	1800-345-3611
4.	Chandigarh UT	1800-180-2079 1800-180-2068 1967
5.	Chhattisgarh	1800-233-3663
6.	Gujarat	1800-233-0222, 079-27489945/ 46
7.	Haryana	1800-180-2087
8.	Himachal Pradesh	0177-1961 1800-180-8026
9.	Jharkhand	1800-3456-598
10.	Karnataka	1800-425-9339 ,1967
11.	Kerala	1800-425-1550
12.	Madhya Pradesh	155343, 0755-2559778 , 0755-2559993
13.	Maharashtra	1800-2222-62
14.	Manipur	1800-345-3821
15.	Mizoram	1800-231-1792
16.	Nagaland	1800-345-3701/ 037022922232
17.	Rajasthan	1800-180-6030
18.	Sikkim	1800-345-3209
19.	Tamil Nadu	044-2859-2828
20.	Telangana	1800-425-00333
21.	Tripura	1800-345-3665
22.	Uttar Pradesh	1800-1800-300
23.	Uttarakhand	1800-180-4188
24.	West Bengal	1800-345-2808
25.	Dadra & Nagar Haveli	1800-233-4004
26.	Puducherry	1800-425-1082, 1800-425-1083, 1800-425-1084, 1800-425-1085
