

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

LOK SABHA
UNSTARRED QUESTION NO. 486
TO BE ANSWERED ON 06.02.2018

INTEGRATING STATE CONSUMER HELPLINES WITH NATIONAL PORTAL

486. SHRIMATI SANTOSH AHLAWAT:

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

- (a) whether the Government is planning to integrate all the State Consumer Helplines with the national portal at CCS, IIPA;
- (b) if so, the details thereof;
- (c) whether it is true that the Government has decided to close the Grahak Suvidha Kendras and set up Zonal Consumer Helplines in their place; and
- (d) if so, the reasons therefor along with the details of new Zonal Consumer Helplines?

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) & (b) : Yes, the State Consumer Helplines are to be linked to the national portal at Centre for Consumer Studies (CCS) at Indian Institute of Public Administration (IIPA). So far, 18 State Consumer Helplines have been linked with the national portal at CCS, IIPA.

(c) & (d) : The Grahak Suvidha Kendras (GSKS) have already been closed. Six Zonal Consumer Helplines have been set up at the places where the GSKs had been set up i.e. at Ahmedabad, Bengaluru, Kolkata, Jaipur, Guwahati & Patna to cater to the needs of consumers in regional languages
