

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

LOK SABHA
UNSTARRED QUESTION NO. 3340

TO BE ANSWERED ON 07.08.2018

CONSUMER GRIEVANCE REDRESSAL SYSTEM

3340. SHRI P. KUMAR:

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 the country does not have a quick and effective consumer grievance redressal system;
- (b) if so, the manner in which the standard specifications in different areas are monitored; and
- (c) the steps being taken by the Government in this regard?

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) : No, Madam. Under the provisions of the Consumer Protection Act, 1986, a three tier quasi-judicial mechanism has been established at the district, State and National levels to provide for simple, inexpensive and speedy redressal of consumer disputes.

In addition to the legislative measures, the Department has launched an online portal www.consumerhelpline.gov.in, which provides a platform to the consumers to register their complaints. The Department has also set up a National Consumer Helpline (NCH) with a toll free number 1800-11-4000 and short code 14404 to handle the consumer grievances. The NCH has partnered with more than 450 companies under its convergence programme. Complaints concerning these companies are transferred to them directly online for redressal. Sector specific complaints are also forwarded online to the regulators/ Government Departments concerned.

Under the Department of Consumer Affairs, the Bureau of Indian Standards (BIS) BIS is the National Standard Body of India for the harmonious development of the activities of standardization, marking and quality certification of goods. It has a well-established complaint redressal system to redress the grievances received from various consumers of BIS certified products as well as services. Initially, the complainant-end investigation is carried out to establish the genuineness and the nature of the complaint. Samples if available are also drawn for testing. This is followed by investigation at the licensee-end for examination of records of the lot/batch of the complained material and the overall assessment of the licensee's performance. Based on the above, the licensee is advised to arrange for redressal by way of replacement/repair depending upon the product under complaint. Actions taken against the licensees includes Stop Marking and cancellation of licence.
