

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

**LOK SABHA**  
**UNSTARRED QUESTION NO. 292**  
**TO BE ANSWERED ON 04.02.2020**

**REDRESSAL OF CONSUMER GRIEVANCES**

292. SHRI D.K. SURESH: SHRI NALIN KUMAR KATEEL:

**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 set up a national helpline to resolve the grievances of consumers, if so, the details thereof;
- (b) the total number of complaints received on the Government's national helpline during the last three years, the details thereof;
- (c) whether the said grievances of consumers were resolved, if so, the details of the number of grievances resolved and the complaints not resolved; and
- (d) whether the Government has any plans to issue guidelines to companies urging them to focus on the quality of products, if so, the details thereof?

**ANSWER**

**उपभोक्ता मामले, खाद्य और सार्वजनिक वितरण राज्य मंत्री**  
**(श्री दानवे रावसाहेब दादाराव)**

**THE MINISTER OF STATE**  
**CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION**  
**(SHRI DANVE RAOSAHEB DADARAO)**

(a) : Yes, the Department has set up a 'National Consumer Helpline (NCH), which provides telephonic advice, information and guidance to the consumers through its toll free number 1800-11-4000 and short code 14404. The grievances/complaints of the consumers are taken up by the NCH with the companies/regulators/Departments concerned for resolution.

(b) & (c) : The grievance received resolved and the complaints not resolved at National Consumer Helpline (NCH) during the last three years are as under:-

Financial Year	Grievances Registered	Grievances Redressed by Companies/Depts/ Advice by NCH	Grievances not responded by Companies/Deptt & Disposed by NCH with relevant Advice
12 Aug.2016-Mar.2017	1,84,757	1,22,396	62,361
April 2017-Mar.2018	3,98,113	3,06,359	91,754
April 2018-Mar.2019	4,79,451	373391	1,06,060

(d) : The Bureau of Indian Standards (BIS) has been set up under the Bureau of Indian Standards Act as the national standards body. The BIS undertakes the activity of standard information and carried out product certification for quality assurance.

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