

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

LOK SABHA
UNSTARRED QUESTION NO. 3054
TO BE ANSWERED ON 11.03.2026

RIGHT TO REPAIR

3054. SHRI VIJAYAKUMAR ALIAS VIJAY VASANTH:
SHRI SURESH KUMAR SHETKAR:

Will the Minister of **CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION** be pleased to state:

- (a) whether the Government has reviewed the implementation status of the Right to Repair framework across the country and if so, the details thereof and if not, the reasons therefor;
- (b) whether it is a fact that several product categories and major brands are presently not covered under the Right to Repair initiative and if so, the details thereof and reasons for such exclusion;
- (c) whether the Government has received complaints regarding non-availability of repair manuals, spare parts and diagnostic tools from manufacturers and if so, the number of complaints received and action taken thereon;
- (d) whether any timeline has been fixed to expand the Right to Repair framework to additional sectors including consumer electronics, appliances and automobiles and if so, the details thereof;
- (e) whether complaints have been received alleging that consumer grievances filed on the online Consumer Affairs portal are being closed without consultation or consent of complainants and if so, the details thereof; and
- (f) if so, the details thereof?

ANSWER

THE MINISTER OF STATE
CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION
(SHRI B.L.VERMA)

(a) to (f): The Department has launched, the Right to Repair Portal India (<https://righttorepairindia.gov.in/>) to provide consumers with an easy access to information for repairing their products and enabling them to reuse it.

A total of sixty-six (66) companies have been on-boarded on the Right to Repair Portal, India including major brands across four sectors: Automobile, Consumer Durables, Mobile & Electronics and Farming Equipment.

The Department hosted a National Workshop on the Right to Repair Framework for the Mobile and Electronic Sectors. The primary goal of the workshop was to address the current challenges in the repair and reuse of mobile and electronic products. The objective was to ensure that the product is not designed to fail but designed to last long so that consumers are not compelled to purchase new products due to a lack of repair options or exorbitant repair costs. The workshop encouraged the stakeholders on key parameters for accessing and evaluating repairability, promoting longevity in product design, and democratizing repair information to enhance consumer experiences in reusing the mobile and electronics products they own.

The National Consumer Helpline (NCH) administered by the Department of Consumer Affairs has emerged as a single point of access to consumers across the country for their grievance redressal at pre-litigation stage. Consumers can register their grievances from all over the country in 17 languages including Hindi, English, Kashmiri, Punjabi, Nepali, Gujarati, Marathi, Kannada, Telugu, Tamil, Malayalam, Maithili, Santhali, Bengali, Odia, Assamese and Manipuri through a toll-free number 1915. These grievances can be registered on Integrated Grievance Redressal Mechanism (INGRAM), an omni-channel IT enabled central portal, through various channels- WhatsApp (8800001915), SMS (8800001915), email (nch-ca@gov.in), the NCH app, the web portal (consumerhelpline.gov.in) and the Umang app, as per their convenience.

Consumers who register their grievance/complaint on the helpline including refunds for defective products, repair of products, repeat repairs or replacement of defective parts are provided with a unique docket number to track the status of their complaint in real time. 1,398 companies, who have voluntarily partnered with NCH as part of the 'Convergence' programme directly respond to these grievances according to their redressal process and revert by providing a feedback to the complainant on the portal. Complaints against those companies who have not partnered with the helpline are forwarded to the company for redressal.

The National Consumer Helpline (NCH) has successfully facilitated refund of ₹52 crore to consumers between 25th April 2025 and 31st January 2026. This significant redressal was achieved across 31 sectors, effectively addressing 79,521 consumer grievances related to refund claims.

A feedback mechanism has been implemented, enabling consumers to share their feedback and suggestions by visiting the web link at <https://consumerhelpline.gov.in/public/feedback> and filling out a short form. The feedback and suggestions received are regularly analyzed to enhance consumer satisfaction and improve the effectiveness of the helpline.
