

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

**LOK SABHA**  
**UNSTARRED QUESTION NO.4315**  
**TO BE ANSWERED ON 18.03.2026**

**RIISING OF CONSUMER COMPLAINTS REGARDING MOBILE PHONE SCREENS**

4315. SHRI M K RAGHAVAN:

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

- (a) whether the Government is aware of the increasing number of complaints from consumers regarding display issues other than those arising from physical damage, appearing on mobile phone screens across various brands in the country and if so, the details thereof;
- (b) whether the Government has conducted or plans to conduct any investigation into whether these display issues are caused by manufacturing defects, software updates or quality-control failures and if so, the details thereof;
- (c) whether the Government plans to issue any guidelines to mobile phone brands in the country for providing free screen replacements for complaints not related to physical damage and if so, the details thereof; and
- (d) whether the Government plans to create stricter standards and quality-check protocols for AMOLED/OLED displays used in smartphones sold in the country and if so, the details thereof?

**ANSWER**

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

(a) to (d) : 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. 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 National Consumer Helpline are forwarded to the company for redressal.

The details of complaints regarding mobile screen issues received on NCH during the last two years (2024-2025) along with the nature of these complaints are placed at the **Annexure**. The nature of complaints include, inter alia, charging for repair or non-repair under warranty, delay in providing repair services, unsatisfactory customer service, delivery of defective or damaged products and the persistence of the same problem after repair.

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 from the Mobile and Electronics sector.

The Bureau of Indian Standards has published Indian Standards pertaining to OLED displays, which specify terminology, performance parameters, specifications, and test methods for displays used in electronic devices. These standards apply to displays used in electronic devices and are not limited to mobile phones. The following Indian Standards have been published in this regard:

1. **IS 16178** – Display technologies LCD, PDP and OLED - Overview and explanation of differences in terminology.
2. **IS 16306 (Part 1)** – Organic light emitting diode (OLED) displays: Part 1 generic specifications.
3. **IS/IEC 62341 (Part 1/Sec 2)** – Organic Light Emitting Diode OLED displays- Part 1-2: Terminology and letter symbols.
4. **IS/IEC 62341 (Part 2/Sec 1)** – Organic Light Emitting Diode OLED displays- Part 2-1: Essential ratings and characteristics of OLED display modules.
5. **IS/IEC 62341 (Part 5)** – Organic Light Emitting Diode OLED displays- Part 5: Environmental testing methods.
6. **IS/IEC 62341 (Part 5/Sec 2)** – Organic light emitting diode OLED displays Part 5-2: Mechanical endurance test methods.
7. **IS/IEC 62341 (Part 5/Sec 3)** – Organic light emitting diode OLED displays Part 5-3: Measuring methods of image sticking and lifetime.
8. **IS/IEC 62341 (Part 6/Sec 1)** – Organic light emitting diode OLED displays Part 6-1: Measuring methods of optical and electro-optical parameters.
9. **IS/IEC 62341 (Part 6/Sec 2)** – Organic Light Emitting Diode OLED displays Part 6-2: Measuring methods of visual quality and ambient performance.
10. **IS/IEC 62341 (Part 6/Sec 3)** – Organic light emitting diode OLED displays Part 6-3: Measuring methods of image quality.
11. **IS/IEC 62341 (Part 6/Sec 4)** – Organic light emitting diode OLED displays - Part 6-4: Measuring methods of transparent properties.

These standards are identical to the corresponding standards published by the International Electrotechnical Commission and are being followed globally.

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**ANNEXURE REFERRED TO IN REPLY TO PARTS (a) TO (d) OF LOK SABHA UNSTARRED QUESTION NUMBER NO.4315 FOR ANSWER ON 18.03.2026 REGARDING “RISING OF CONSUMER COMPLAINTS REGARDING MOBILE PHONE SCREENS”.**

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**Details of complaints regarding mobile screen issues received on NCH during the last two years (2024-2025) along with the nature of these complaints**

<b>Year</b>	<b>No. of complaints registered</b>
2024	7591
2025	8672

**2024**

<b>S. No.</b>	<b>Nature</b>	<b>Count</b>
1	Charging for repair / Not repaired under warranty	1342
2	Delay in Providing Repair services	1062
3	Product found defective -No replacement/ refund as per customer demand	915
4	After Sales Services not provided	708
5	Product damaged/ lost while providing services	641
6	Unsatisfactory Customer Service	589
7	Delay in Providing services	492
8	Same Problem Persist After Repairing / Repeat Repair issue	364
9	Delivery of Defective / Damaged Product	243
10	Fraudulent Issue-Selling Fake/duplicate/counterfeit product	142
11	Others	1093
<b>Total</b>		<b>7591</b>

**2025**

<b>S. No.</b>	<b>Nature</b>	<b>Count</b>
1	Problem arises in Device after Company Software Update	3261
2	Delay in Providing Repair services	1383
3	Charging for repair / Not repaired under warranty	1222
4	Unsatisfactory Customer Service	753
5	Delivery of Defective / Damaged Product	534
6	Same Problem Persist After Repairing / Repeat Repair issue	461
7	Product damaged/ lost while providing services	412
8	Wrong information or specification mentioned on Website	78
9	Sale of Spurious /Selling Fake/duplicate/counterfeit product	71
10	Non Delivery of Product	64
11	Others	433
<b>Total</b>		<b>8672</b>