

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

**LOK SABHA
UNSTARRED QUESTION NO. 1502
TO BE ANSWERED ON 03.05.2016**

CONSUMER HELPLINES

1502. SHRI PRATAPRAO JADHAV:
(OIH) SHRI LAXMAN GILUWA:
SHRI RAM TAHAL CHOUDHARY:
SHRIMATI RAMA DEVI:

Will the Minister of CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION
मिनिस्टर कंसेमर अफेयर्स, फूड एंड पब्लिक डिस्ट्रिब्यूशन be pleased to state:

- (a) whether the consumer helpline have not been set-up in a number of States so far;
- (b) if so, the details thereof and the reasons therefor indicating the names of States where it is yet to be set up/ operationalised along with the corrective steps taken in this regard;
- (c) whether only a small percentage of complaints registered online and on helpline number have been cleared till date;
- (d) if so, the details thereof and the reasons therefor indicating the number of such complaints received and disposed off during the last three years, State-wise;
- (e) whether any responsibilities have been fixed in this regard if so, the details thereof and the action taken against those held responsible; and
- (f) the steps taken to minimise pendency of complaints?

ANSWER

मिनिस्टर कंसेमर अफेयर्स, फूड एंड पब्लिक डिस्ट्रिब्यूशन
ॱह जके फोयकल इक ओकु

**THE MINISTER OF
CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION
(SHRI RAM VILAS PASWAN)**

(a) & (b) : Consumer helplines have not been set up in Andaman & Nicobar Island, Goa, Jammu & Kashmir, Lakshadweep, Meghalaya, NCT of Delhi, Punjab, and Chandigarh Administration.

Funds have been released under the plan scheme of “State Consumer Helpline” to Andaman and Nicobar Island, Punjab, Meghalaya, Lakshadweep and Chandigarh Administration for setting up of State Consumer Helplines. The States of Goa, Jammu & Kashmir and NCT of Delhi have not asked for central assistance for setting up State Consumer Helplines. These states have been asked to seek funds from the Central Government and to set up State Consumer helplines.

(c) to (f) : National Consumer Helpline and State Consumer Helpline provide telephonic advice, information, guidance and grievance redressal procedure to consumers relating to their complaints and forward their complaints to companies and regulators concerned for taking necessary action. National Consumer Helpline has tied up with more than two hundred companies as part of its convergence programme for resolution of consumer complaints.

The details regarding complaints sent and responses received under convergence agreement for the period from April 2013 to March 2016 is given in **Annexure I**.

The details of the complaints received in online portal of State Consumer Helplines and the National Consumer Helpline given in **Annexure II**.

ANNEXURE I

STATEMENT REFERRED IN REPLY TO PARTS (c) TO (f) OF LOK SABHA UNSTARRED QUESTION NO.1502 FOR 3.05.2016 REGARDING CONSUMER HELPLINES.

Details of Complaints sent to convergence companies and their response

Year	Complaints sent to companies	Response received from Convergence companies (Partial or otherwise)
April 2013-March 2014	21904	18270(83%)
May 2014 - March 2015 *	26954	21327 (79%)
Apr 2015-March 2016	53185	42516 (80%)

STATEMENT REFERRED IN REPLY TO PARTS (c) TO (f) OF LOK SABHA UNSTARRED QUESTION NO.1502 FOR 3.05.2016 REGARDING CONSUMER HELPLINES.

Details of Complaints received from various State Consumer Helplines using centralized IT Portal during the last 3 years.

Sl. No.	State/ UT	2013	2014	2015
1	ANDHRA PRADESH	1	294	4
2	ASSAM	6	40	6
3	BIHAR	809	1195	457
4	CHANDIGARH	0	0	5
5	CHATTISGARH	12	57	9
6	GUJARAT	15201	11473	11607
7	HARYANA	1710	3871	3291
8	HIMACHAL PRADESH	0	53	88
9	JHARKHAND	1	41	0
10	KARNATAKA	2	329	20
11	KERALA	0	59	3
12	MADHYA PRADESH	3965	1954	19
13	MAHARASHTRA	8365	13703	11178
14	MIZORAM	0	1	417
15	NCT DELHI	22	407	38
16	ODISHA	3352	3444	6278
17	PUNJAB	32	126	5
18	PUDUCHERRY	0	2	2941
19	RAJASTHAN	14	1679	10895
20	TAMIL NADU	212	103	2026
21	TELANGANA	0	2	2344
22	TRIPURA	0	3	10
23	UTTAR PRADESH	3	4738	2134
24	UTTRAKHAND	0	51	0
25	WEST BENGAL	21	365	1052
	Total	33728	43990	54827

Details of the complaints received on National Consumer Helpline Portal

State wise Calls received at National Consumer Helpline				
S.N o.	State	April 2013- May 2014	May 2014 - March 2015 *	April 2015- March 2016
1	DELHI	23974	29409	29563
2	UTTAR PRADESH	17412	22575	25388
3	MAHARASHTRA	10938	14961	21696
4	HARYANA	7960	9953	10623
5	RAJASTHAN	6909	8627	9945
6	WEST BENGAL	4530	7930	12096
7	BIHAR	4797	7398	7913
8	GUJARAT	4088	6104	8876
9	MADHYA PRADESH	4007	5632	7617
10	KARNATAKA	2112	5702	8667
11	PUNJAB	3414	3951	4178
12	TAMILNADU	1055	2893	4277
13	ANDHRA PRADESH	1371	2431	3400
14	JHARKHAND	1661	2198	2805
15	ODISHA	1205	1688	2530
16	UTTRAKHAND	1089	1572	1933
17	CHHATTISGARH	976	1553	2132
18	JAMMU & KASHMIR	726	1112	1361
19	ASSAM	539	947	1522
20	HIMACHAL PRADESH	790	849	1128
21	KERALA	333	1039	1536
22	CHANDIGARH	281	481	563
23	TELANGANA	0	495	1582
24	GOA	181	256	329
25	TRIPURA	70	176	235
26	MEGHALAYA	47	58	92
27	PUDUCHERRY	22	49	83
28	MANIPUR	16	44	62
29	NAGALAND	17	44	36
30	ARUNACHAL PRADESH	14	35	55
31	DADRA & NAGAR HAVELI	36	35	86
32	ANDAMAN NICOBAR	28	39	25
33	SIKKIM	23	41	71
34	DAMAN & DIU	29	29	58
35	MIZORAM	5	8	19
36	LAKSHDWEEP	0	4	1
37	Not Identified/ Abroad	5	90	75
	Grand Total	100660	140408	172558
