

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

LOK SABHA
UNSTARRED QUESTION NO. 247
TO BE ANSWERED ON 24.07. 2024

NATIONAL CONSUMER HELPLINE

247. SHRI SHRIRANG APPA CHANDU BARNE: SHRI ARVIND GANPAT SAWANT:

Will the Minister of **CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION**
उपभोक्ता मामले, खाद्य और सार्वजनिक वितरण मंत्री be pleased to state

- (a) whether the National Consumer helpline monthly gets more than 1.25 lakh complaints;
- (b) if so, the facts in this regard and the details of the fields from which these are related to;
- (c) whether there is a need to upgrade and strengthen the consumer helpline setup and empanel people with knowledge of law or technology to help resolve the matters;
- (d) if so, the response of the Government in this regard; and
- (e) the extent to which the Mediation Act, 2023 is helpful to fasten the process?

ANSWER

उपभोक्ता मामले, खाद्य और सार्वजनिक वितरण राज्य मंत्री
(श्री बी.एल. वर्मा)

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

(a) to (e) : The Department of Consumer Affairs has revamped, the National Consumer Helpline (NCH) which has emerged as a single point of access to consumers across the country for grievance redressal at pre-litigation stage. It is available to all consumers of the country wherein consumers can register their grievances from all over the country in 17 languages (i.e. Hindi, English, Kashmiri, Punjabi, Nepali, Gujarati, Marathi, Kannada, Telugu, Tamil, Malayalam, Maithali, Santhali, Bengali, Odia, Assamese, 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-Whats App, SMS, mail, NCH app, web portal, Umang app as per their convenience.

Transformative changes and technological upgradation of the NCH has led to increase in the call handling capacity of National Consumer Helpline. Number of calls received at NCH has increased during the last few years. These initiatives taken by the Department have also encouraged consumers to register their grievances on the NCH manifested with an increase in the number of grievances registered at NCH.

Average number of complaints registered during a month with the National Consumer Helpline is as per the table below:

Financial Year	Average number of dockets registered on monthly basis
Apr'24 ~ June'24 (2024~ 25)	1,07,966
2023 ~ 2024	1,02,976
2022 ~ 2023	83,832

The National Consumer Helpline receives complaints related to a broad spectrum of consumer related issues like E-Commerce, Banking, Electronic Products, Consumer Durables, Digital Payment, Telecom, Legal, Retail Outlets, Broadband & Internet and Agency Services.

The National Consumer Helpline regularly trains their staff, equipping them with the knowledge and skills needed in the legal and technology field to handle complex cases effectively by conducting training workshops from time to time. This ensures that helpline counsellors not only offer comprehensive and accurate information to the consumers about existing regulatory frameworks and consumer rights related issues but also ensure efficient case management, data security and confidentiality.

The Mediation Act, 2023 provides for a voluntary option to parties to mediate any civil and commercial disputes before instituting any legal proceedings in court thus leading to out of court and amicable settlement of disputes.
