

**GOVERNMENT OF INDIA  
CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION  
LOK SABHA**

UNSTARRED QUESTION NO:13  
ANSWERED ON:22.02.2011  
STRENGTHENING OF CONSUMER HELPLINE  
Sugumar Shri K.

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

- (a) whether the consumer helpline has so far failed to achieve its objectives;
- (b) if so, the details thereof and the reasons therefor;
- (c) whether the Government proposes to strengthen the consumer helpline in coordination with State consumer helplines; and
- (d) if so, the details thereof?

**Answer**

THE MINISTER OF STATE (INDEPENDENT CHARGE) FOR CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION (PROF. K. V. THOMAS)

(a) & (b): The Government of India has promoted a National Consumer Helpline. This helpline is functioning successfully.

(c) & (d): To supplement the efforts of the National Consumer Helpline, the Government of India has formulated a plan scheme for establishing Consumer Helplines in the States. As per this scheme, the State Governments get a non-recurring grant of ₹ 16.25 lakhs. They also get a recurring grant which varies according to the number of Districts in the State, for a period of 5 years.