

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

UNSTARRED QUESTION NO:4007
ANSWERED ON:18.12.2012
COMPLAINTS ON CONSUMER HELPLINE
Antony Shri Anto

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

(a) the number of complaints received through the National Consumer Helpline (NCH) in the country along with the number of these complaints resolved and pending during each of the last two years, sector-wise and State-wise; and

(b) the steps taken to ensure speedy disposal of such complaints?

Answer

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

(a): The details sought as provided by National Consumer Helpline is placed at Annexure- A

(b): Regular monitoring of functioning and progress of National Consumer Helpline is done by empowered committee in the Ministry to ensure speedy disposal of such cases.