

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

UNSTARRED QUESTION NO:1196  
ANSWERED ON:03.03.2015  
CONSUMER HELPLINES  
Chautala Shri Dushyant

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

- (a) whether it is a fact that a large number of State Consumer Helplines are not functional, if so, the details thereof and the reasons therefor;
- (b) whether the Government has issued directions to State and district consumer fora to make these helplines operational so as to address the grievances of people; and
- (c) if so, the details thereof and the response from the concerned State/district fora thereto?

**Answer**

THE MINISTER OF STATE FOR CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION  
(SHRI RAOSAHEB PATIL DANVE)

(a) to (c) : Out of 32 States/Union Territories which have been sanctioned financial assistance for setting up State Consumer Helplines, 21 State Consumer Helplines are functional. Others are at different stages of getting it operational. The Union Government has been repeatedly requesting State Government to activate the Helplines.

The State Governments have promised to complete the work by end of 12th Plan period.