

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

UNSTARRED QUESTION NO:3490

ANSWERED ON:11.08.2015

Consumer Helpline

Chautala Shri Dushyant

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

(a) whether some States have not set up the State Consumer Helplines till date as proposed by the Union Government under the 12th Plan, if so, the details thereof and the reasons therefor;

(b) whether some State Governments do not require the sanctioned financial allocation for setting up of State Consumer Helplines; and

(c) if so, the details thereof along with the action taken by the Government to ensure setting up of State level consumer helplines in all the States?

Answer

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

(a) : Out of 32 States/Union Territories which have been sanctioned financial assistance for setting up State Consumer Helplines, 22 State Consumer Helplines are functional. Others are at different stages of getting it operational.

(b) & (c) : Of the remaining four State/UTs, Goa has set up a helpline under project e-PDS. Government of NCT of Delhi and Chandigarh Administration has sought financial assistance for setting up of Consumer Helpline. The Government of Jammu and Kashmir is yet to avail of financial assistance for setting up of Consumer Helpline.
