

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

UNSTARRED QUESTION NO:2760  
ANSWERED ON:12.12.2005  
NATIONAL CONSUMER HELPLINE  
Kaushal Shri Raghuvir Singh

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

- (a) whether a National Consumer Helpline (NCH), New Delhi has been started with the subsidy from the Department of Consumer Affairs, Government of India to provide help, information and counsel to consumers on matters relating to exploitation of consumers;
- (b) if so, the details of the said helpline;
- (c) the details of the works being currently executed by the helpline;
- (d) whether the Government proposes to provide assistance to the States to start such helpline scheme at all the district headquarters;
- (e) if so, the details thereof; and
- (f) the reaction of the State Governments thereto?

**Answer**

THE MINISTER OF STATE IN THE MINISTRY OF AGRICULTURE AND THE MINISTER OF STATE IN THE MINISTRY OF CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION (SHRI TASLIMUDDIN)

(a) & (b): Yes sir, a National Consumer Helpline facility has been set up in Delhi by Delhi University with financial assistance from the Consumer Welfare Fund (CWF) under which a consumer from anywhere in the country can call toll free number 1600-11-4000 from MTNL/BSNL lines for information, advice and guidance.

(c) : The Helpline follows a three tier approach. At first the consumer is informed of his rights in a particular consumer problem and whom he should approach in the company/organization concerned. In case his problem remains unresolved he/she is directed to take up the matter with the concerned industry or government organizations. It is only as a last resort the consumer is advised to take their case to the concerned consumer court under the Consumer Protection Act.

(d) to (f): No Sir.