

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

UNSTARRED QUESTION NO:3732
ANSWERED ON:18.12.2006
ONLINE REDRESSAL OF CONSUMER COMPLAINTS
Chitthan Shri N.S.V.

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

- (a) whether the Government has launched any project for online redressal of consumer complaints;
- (b) if so, the details thereof indicating the address of the website and benefits likely to accrue therefrom; and
- (c) the number and the present status of consumer complaints registered online as on date, State-wise?

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) : Yes, Sir.

(b) : The CORE Centre project is an initiative taken by the Ministry towards web based Consumer Awareness & Protection programme aimed at identification of consumer problems and their redressal through institutional approach, utilising the vibrant Information Technology methods. The project is being executed through Consumer Coordination Council, a platform of voluntary consumer organisations.

The objectives of the project are generating awareness, development of consumer rights, focusing corporate attention on consumer needs, preferences & problems, and orienting government functioning vis-À-vis citizens through enforcement of Citizen Charters.

The website of the project is <http://www.core.nic.in>.

(c) Details are furnished at Annexure.

ANNEXURE

ANNEXURE REFERRED TO IN REPLY TO PART (c) OF LOK SABHA UNSTARRED QUESTION NO. 3732 FOR 18//12/2006

State-wise breakup of Complaints, Received / Resolved from 15th March 2005 to 30th November 2006

State	Total Complaints Received	Total Complaints Resolved
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1 Andaman & Nicobar Island	2	0
2 Andhra Pradesh	498	116
3 Arunachal Pradesh	8	1
4 Assam	198	16
5 Bihar	187	22
6 Chhattisgarh	153	36
7 Delhi	6687	1352
8 Goa	27	2
9 Gujarat	781	27
10 Haryana	1299	168
11 Himachal Pradesh	80	12
12 J & K	48	6
13 Jharkhand	188	26
14 Karnataka	827	126
15 Kerala	234	78
16 Madhya Pradesh	582	86
17 Maharashtra	2654	254
18 Manipur	16	2
19 Meghalya	32	3
20 Mizoram	4	1
21 Nagaland	11	0
22 Orissa	206	38

23	Pondicherry	10	0
24	Punjab	881	134
25	Rajasthan	501	117
26	Sikkim	4	0
27	Tamil Nadu	631	108
28	Tripura	3	1
29	Uttar Pradesh	1806	80
30	Uttranchal	143	6
31	West Bengal	1228	48
32	Abroad	18	5
	Total	19947	2871