



# 6 Zonal Helplines to be launched from coming October: Shri Ram Vilas Paswan

## 14 National Consumer Helpline counter increases from 14 to 60: Shri Paswan

### 18 states to be connected to the National Consumer Help Line by March 2018

Posted On: 09 SEP 2017 5:49PM by PIB Bhubaneswar

Shri Ram Vilas Paswan, Union Minister for Consumer Affairs, Food & Public Distribution held a Press Conference today to brief about the National Consumer Helpline (NCH) in New Delhi. Speaking to the media, Shri Paswan said that 6 Zonal Helplines will be launched in the country from coming October. Every zonal helpline will have 10 consumer desk. In this way, 60 consumer desk will work additionally in the country apart from National Consumer Helpline.

Shri Paswan informed that earlier 14 NCH counters were working for redressing the grievances of the consumer, which has been increased to 60. He said that earlier average response time was taken about 7 minute in the National Consumer Helpline which is now almost instant available

Shri Paswan further stated that the number of people lodging complain on the National Consumer Helpline has increased by almost 3 times. National Consumer Helpline received 1.30 lakh complaints in 2014 by consumer which increased to 3 lakh in 2017.

The Minister said that the 18 states will be connected to the National Consumer Help Line by March 2018.

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(Release ID: 1502380) Visitor Counter : 4

