



Department of Consumers Affairs signs MOU with 230 Companies for quick redressal of the grievances/complaints of the consumers

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The National Consumer Helpline (NCH) is a project of the Department of Consumer Affairs which is executed through the Indian Institute of Public Administration(IIPA), New Delhi. IIPA has entered into MOU with 230 Companies under the convergence programme, for quick redressal of the grievances/complaints of the consumers.

In so far as the Ministry of Consumer Affairs, Food & Public Distribution is concerned, digital initiatives include digitisation of ration cards, beneficiary and other database, computerisation of supply chain management, setting up of transparency portals and grievance redress mechanisms, a mobile application for registering their complaints in the National Consumer helpline, webchat facility in the National Consumer Helpline, a mobile application “Smart Consumer” to enable the consumer to scan the bar code of the product and get information regarding details and labelling. Consumers are sensitized about digital safety by way of various publicity campaigns. The Department has also collaborated with Google India for raising awareness about internet safety amongst consumers.

This information was given by Shri C.R. Chaudhary, the Minister of State for Consumer Affairs, Food & Public Distribution, in written reply to a question in Rajya Sabha today.

BCK/AK

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