

GOVERNMENT OF INDIA
MINISTRY OF CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION
DEPARTMENT OF CONSUMER AFFAIRS

RAJYA SABHA
UNSTARRED QUESTION No. 845
TO BE ANSWERED ON 11.02.2025

RECEIPT AND REDRESSAL OF COMPLAINTS

845. SHRI SAMIRUL ISLAM

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

- (a) the number of complaints received by the Consumer Affairs Department in the last five years;
- (b) the number of complaints addressed in the last five years; and
- (c) the details of complaints submitted from different States from 2020 to 2024, State-wise?

ANSWER

THE MINISTER OF STATE, CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION
(SHRI B. L. VERMA)

(a) & (b) : The Department is operating the National Consumer Helpline (NCH), which has emerged as a single point of access to consumers across the country for grievance redressal at the pre-litigation stage. The helpline is available in 17 languages, including Hindi, English, Kashmiri, Punjabi, Nepali, Gujarati, Marathi, Kannada, Telugu, Tamil, Malayalam, Maithili, Santhali, Bengali, Odia, Assamese, and Manipuri, allowing consumers from all regions to register their grievances via the toll-free number 1915. These grievances can be submitted via the Integrated Grievance Redressal Mechanism (INGRAM), an omni-channel, IT-enabled central portal, through various channels: WhatsApp (8800001915), SMS (8800001915), email (nch-ca@gov.in), the NCH app, the web portal (consumerhelpline.gov.in), and the Umang app, offering convenience and flexibility to consumers.

The number of complaints received during the last five years is as per the table below:

Year	Received
2020	654192
2021	715276
2022	954199
2023	1167571
2024	1343412

National Consumer Helpline has put in place a mechanism to address all the grievances received on the Helpline portal.

(c) : The details of complaints submitted from different States from 2020 to 2024, State-wise, is placed as **Annexure-I**.

ANNEXURE REFERRED TO IN REPLY TO PART (c) OF RAJYA SABHA UNSTARRED QUESTION NUMBER NO.845 FOR 11.02.2025 REGARDING “RECEIPT AND REDRESSAL OF COMPLAINTS”.

Sl. No.	State	2020	2021	2022	2023	2024
1	Andaman Nicobar	314	694	772	860	897
2	Andhra Pradesh	14407	18707	28393	39378	43343
3	Arunachal Pradesh	318	626	1116	3419	15860
4	Assam	6826	8578	10199	12864	16428
5	Bihar	32797	36287	57300	66898	74244
6	Chandigarh	3177	3131	3889	3581	3749
7	Chhattisgarh	6511	7730	10414	12757	14607
8	Dadra & Nagar Haveli	211	262	234	364	451
9	Daman & Diu	146	147	181	273	264
10	Delhi	62376	67262	85300	90648	108526
11	Goa	1402	1702	2100	2980	3415
12	Gujarat	38804	40595	46915	60189	67306
13	Haryana	34527	35789	46797	51099	58171
14	Himachal Pradesh	4208	4298	4948	6272	6986
15	Jammu & Kashmir	4683	5467	6874	7967	9178
16	Jharkhand	9816	11788	17370	19969	21838
17	Karnataka	53130	41239	54794	72459	89028
18	Kerala	11168	19804	19729	30690	40298
19	Ladakh	91	156	136	137	218
20	Lakshadweep	8	91	11	191	198
21	Madhya Pradesh	27355	34706	50808	61528	67094
22	Maharashtra	85532	87752	103989	125190	147432
23	Manipur	274	379	362	310	471
24	Meghalaya	358	462	523	663	751
25	Mizoram	117	111	84	133	156
26	Nagaland	221	314	211	325	362
27	Odisha	10509	13108	19318	25731	28501
28	Puducherry	330	545	558	921	1086
29	Punjab	15697	16519	21364	23314	26486
30	Rajasthan	42192	48081	72109	85086	78675
31	Sikkim	225	325	337	490	602
32	Tamil Nadu	20133	25692	29466	44129	53343
33	Telangana	26353	28145	40571	50214	58810
34	Tripura	1048	1255	1607	2134	2581
35	Uttar Pradesh	86261	97171	139774	173845	192311
36	Uttarakhand	7554	8376	11541	13456	15281
37	West Bengal	45113	47982	64105	77107	94465
	Total	654192	715276	954199	1167571	1343412