



STATE CONSUMER HELPLINE KNOWLEDGE RESOURCE MANAGEMENT PORTAL

Centre for Consumer Studies, Indian Institute of Public Administration, New Delhi
Sponsored by Department of Consumer Affairs, Govt. of India



Consumer's Rights and Responsibility

1. Please insist for call Memo/bill/invoice. Do not buy any spurious product.
2. Do not sign any blank form. Fill up all blanks in your hand-writing and with your own pen for issuing of any cheque.

Sl.No.	Rights	Responsibility
1	Right to be heard	<ol style="list-style-type: none"> 1. Ensure that the company has provided you the contact details of the consumer grievance handling system and are easily accessible. 2. Avoid purchase of products/services from a company which do not provide details of the consumer grievance officers to handle consumer grievances.
2	Right to Redress	<ol style="list-style-type: none"> 1. Ignoring the loss suffered on purchase of defective goods and services and not filing complaint encourages the corrupt business man to supply low standards or defective goods and services. Therefor file a complaint even for a small loss. File only a genuine complaint. 2. Consumer must file a complaint if not satisfied with the quality of product/services. 3. Claim the penalties/compensation as provided under rules and regulations to ensure that the quality delivery system improves. 4. Study carefully all terms and conditions related to return/replacement of defective goods, refund and warranty policies.
3	Right to Safety	<ol style="list-style-type: none"> 1. While purchasing the goods or services, Consumer must look for standard quality mark such as ISI, Hallmark, Agmark, ISO, FSSAI , etc. 2. Do not buy any spurious/ fake/duplicate/ hazardous products
4	Right to Consumer Education/ Right to be Informed	<ol style="list-style-type: none"> 1. Do not get carried away by advertisements only or believe on the words of the seller. Consumer must look market reviews/feedback. Similarly inform offers if product and services of companies are of sub-standard. 2. Consumer must insist on getting complete information on the quality, quantity, utility, price etc. of the product or services. 3. Ask for complete contact details of the consumer grievance mechanism of the company the consumer wish to buy from
5	Right to Choose	<ol style="list-style-type: none"> 1. Access the information available on various alternatives available for the product and services under purchase consideration. 2. Compare specifications, competition and fair prices of the goods and services before finalizing on the purchase 3. Study various feedbacks/reviews of the products/services

STATE CONSUMER HELPLINES

ANDHRA PRADESH-1800-425-0082, 800-425-2977 ARUNACHAL PRADESH-1800-345-3601 ASSAM-1800-345-3611 BIHAR-1800-345-6188 CHHATTISGARH-1800-233-3663 GUJARAT-1800-233-0222, 079-27489945/46 HARYANA-1800-180-2087 HIMACHAL PRADESH-1800-180-8026 KARNATAKA-1800-425-9339 KERALA-1800-425-1550 MADHYA PRADESH-0755-2559778/155343 MAHARASHTRA-1800-2222-62 MIZORAM-1800-231-1792 NAGALAND-1800-345-3701 ODISHA-1800-345-6724, 1800-345-6760, 0674-2351990/2350209 RAJASTHAN-1800-180-6030 SIKKIM-1800-345-3209,3236 TAMIL NADU-044-28592828 UTTAR PRADESH-1800-1800-300 WEST BANGAL-1800-345-2808 PUDUCHERRY-1800-425-1082, 83, 84, 85 MANIPUR -1800-345-3821, 0385-2443924 TRIPURA -1800-345-3665

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