

State Consumer Helplines

The State Consumer Helpline provide counseling on all products and services and develop database information relating to the State. It also function's as a Resource Centre with complete database of all required information necessary for counseling. Indicators like number of complaints received and resolved and time taken to resolve them and the general reception towards the helpline as a useful service be assessed. State /UT government monitor the progress report the progress on a monthly basis and report to the Centre. The advantages of a State Helpline are: (i) The State Helplines will be a successful attempt as an ADR mechanism. (ii) State Helplines once develop local database, and trained manpower can actually initiate mediation mechanism before a complaint is registered with Consumer Forum (iii) Service in local language makes the Helpline to penetrate to rural areas for service delivery. (iv) The scheme has been made flexible so that State can rope in any good VCO or an institution to run the Helpline, thereby developing capacity building.

The Knowledge Resource Management Portal will prepare status reports based on its continuous monitoring activities. The status reports will constitute the basis for the working of the Co-ordination Group at central level. The Co-ordination group will be a forum hosted by the Department of Consumer Affairs in which officials from Central and State Governments will meet on a regular basis to review the set-up and running of the scheme and to find solutions to any problem that needs to be resolved at the central level. Various State governments have been sanctioned funds by the Department of Consumer Affairs, Government of India to set up Helplines.

The following states have already set up the State Consumer Helplines (SCHs):

Andhra Pradesh	Bihar	Gujarat	Haryana
Himachal Pradesh	Jharkhand	Madhya Pradesh	Maharashtra
Mizoram	Odisha	Puducherry	Rajasthan
Tamil Nadu	Telangana	Tripura	Uttar Pradesh
West Bengal			

State Consume Helplines

Andhra Pradesh	1800-425-0082, 1800-425-2977	Mizoram	1800-345-3891
Arunachal Pradesh	1800-345-3601	Nagaland	1800-345-3701
Assam	1800-345-3611	Odisha	1800-345-6724, 1800-345-6760
Bihar	1800-345-6188	Puducherry	1800-425-1082
Chhattisgarh	1800-233-3663		1800-425-1083
Gujarat	1800-233-0222		1800-425-1084
Haryana	1800-180-2087		1800-425-1085
Himachal Pradesh	1800-180-8026	Rajasthan	1800-180-6030
Jharkhand	1800-345-6598	Sikkim	1800-345-3209, 1800-345-3236
Karnataka	1800-425-9339		044-2859-2828
Kerala	1800-425-1550	Tamil Nadu	1800-425-00333
Madhya Pradesh	155343,0755- 2559778/9993	Telangana	1800-345-3665
Maharashtra	1800-22-2262	Tripura	1800-1800-300
Manipur	1800-345-3821	Uttar Pradesh	1800-180-4188
		Uttarakhand	1800-345-2808
		West Bengal	

Rights of the Consumers

- **the right to be protected** against marketing of goods and services which are hazardous to life and property;
- **the right to be informed** about the quality, quantity, potency, purity, standard, and price of goods or services, as the case may be, so as to protect the consumer against unfair trade practices;
- **the right to the assured**, wherever possible, access to a variety of goods and services at competitive prices;
- **the right to be heard** and to be assured that consumers interests will receive due consideration at appropriate fora;
- **the right to seek redressal** against unfair trade practices or restrictive trade practices or unscrupulous exploitation of consumers; and
- **the right to consumer education.**



"The customer is the most important visitor on our premises. He is not dependent on us. We are dependent on him. He is not an interruption on our work. He is the purpose of it. He is not an outsider on our business. He is part of it. We are not doing him a favour by serving him. He is doing us a favour by giving us an opportunity to do so"

MAHATMA GANDHI

For further information contact:

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STATE CONSUMER HELPLINE KNOWLEDGE RESOURCE MANAGEMENT PORTAL (SCHKMP)

Sponsored by

Department of Consumer Affairs
Ministry of Consumer Affairs
Food and Public Distribution
Government of India

*State Consumer Helpline Knowledge
Resource Management Portal (SCHKMP)*

Centre for Consumer Studies

Indian Institute of Public Administration
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Website: www.consumereducation.in
www.consumeradvice.in