



सत्यमेव जयते  
Government of India

SCHKRMP , CENTRE FOR CONSUMER STUDIES, IIPA , NEW DELHI

# Consumer Connect



SPONSORED BY DEPARTMENT OF CONSUMER AFFAIRS, GOVT. OF INDIA

Quarterly e-newsletter of STATE CONSUMER HELPLINE KNOWLEDGE RESOURCE MANAGEMENT PORTAL (SCHKRMP)



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## OTHER HELPLINE NUMBERS

**POLICE CONTROL ROOM : 100**  
**RAILWAY ENQUIRY :139**  
**FIRE SERVICES :101**  
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## SCHKRMP Project

State Consumer Helpline Knowledge Resource Management Portal (SCHKRMP) project has been set up at Indian Institute of Public Administration with the support of Department of Consumer Affairs, Government of India in partnership with Centre for Consumer Studies. The project aims at strengthening consumer helplines being set up in various States of India and will be a National Nodal Agency. The Consumer Helplines have already been set up in the States of Madhya Pradesh, Rajasthan, Bihar, Gujarat, Tamilnadu and Maharashtra. Other States are also taking steps to set up such consumer helplines in their States very soon.

## Centralised Complaint Management System

The National Nodal Agency would be hosting software for centralised complaint management system on its latest Servers at IIPA. The application has been got developed by Department of Consumer Affairs. An agreement has already been signed among Indian Institute of Public Administration, Department of Consumer Affairs (DCA) and GIZ, an Indo-German project in June 2012 transferring the software application to DCA/ IIPA. The application is being installed at IIPA which would provide access to all State Consumer Helplines and Consumer Advise Centres across the country.



## Knowledgebase Database Management

The software would also host a centralised knowledgebase database which would be available online. It would facilitate all the consumer advisors of the state consumer helpline and consumer advise centres to provide solutions to the consumers who are facing problems with various service providers and manufacturers of various products. The software shall be embedded with a knowledgebase database which covers database of frequent occurring problems and their solutions covering more than 25 sectors of industries and services advising the consumers to get redressal to their problems on a three tier basis. The advisors would be able to provide the consumers about contact details of the nodal officers of the service providers and manufacturers. It shall also include at a later date to further forward the complaints directly to the service providers online by the consumer advisors so that the industry could look into the complaints for their redressal.



## Capacity Building of State Consumer Helpline

SCHKRMP would be focussing on the capacity building of the State Consumer Helplines and the Consumer Advise Centres. In the direction of capacity building up of the State Consumer Helplines and Consumer Advise Centres, it has already conducted four training programme for the advisors of State Consumer Helplines and Consumer Advise Centres. The 4<sup>th</sup> training programme was held during 23<sup>rd</sup> to 27<sup>th</sup> April 2012 wherein the advisors from the States of Assam, Chattisgarh, Haryana, Himachal Pradesh, Jharkhand, Karnataka, Puducherry, Tamilnadu and Tripura have been imparted professional training in advise giving, guidance, awareness in strengthening consumer movement. The 5<sup>th</sup> training programme on similar lines has already been scheduled from 3<sup>rd</sup> to 7<sup>th</sup> September 2012.

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## Telecom Regulatory Authority of India (TRAI) needs to be proactive in addressing issue of Value Added Service

TRAI has ensured the growth of telecom industry in India for which they need to be complemented. With its proactive approach, the telecom services have reached to the villages. The total number of mobile connection in India now stands close to **100 crores**. The total population of India is expected to be about **120 crores**. With this we can safely say that teledensity of telecom users is close to **80**. All economic strata of population in India have been penetrated with a mobile connection as one can easily find the penetration of the mobile connection with even **disadvantageous class of society, be it rickshaw wallah, maid or kabaadiwalla**. It is also seen that the prepaid mobile connection is one of the favorite modes of the usage by most of the telecom subscribers. Approx. **80%** subscribers fall in the category of prepaid mobile users that means close to **80 crores** users are having prepaid mobile connection. Another statistics that could be important for the analysis is that more than **30 crore users** are in the **rural areas**. Another important statistics is that almost 90% of the prepaid users are the subscribers of private telecom companies.

**Now the overall category of prepaid users who are paying in advance to the telecom companies are the most affected by the unethical business practices of the telecom industry.**

One of the problems which most of the users are facing is pertaining to the activation of value added services on their mobile without being consented and the money gets deducted from their prepaid balance. **Caller Tune** being the most common value added service is getting activated onto the prepaid mobile. TRAI regulations stipulate that no value added services should be activated without seeking explicit consent of the subscribers. The regulation has even specified certain steps that need to be followed by the telecom companies before any value added service is activated. As far as regulations are concerned, they are good enough to prevent any company to activate any value added service onto the mobile without explicit consent of the subscriber. As usual the companies tend to violate the norms and Government do not have machinery to address such violations. TRAI regulations specify that before any service which is chargeable is activated, the company needs to play the IVR or send SMS to seek their intention through pressing of two buttons and again message informing charges for such service and then seeking consent in the form of yes through pressing a button or sending SMS. However in most of the cases, the users complain that they had disconnected the call when such messages were being played and immediately they received a SMS *that*

*“Thank you for subscribing to ----- services and an amount of Rs. ... has been deducted from your prepaid balance”*

The main question arises as to how the procedures involving 3 to 4 steps of **to and fro messages** have been bypassed by those companies. TRAI regulations also specify that where the company receives a complaint within 24 hrs of such activation, the amount needs to be refunded back to the subscribers within 24 hrs. of the complaint raised by the subscribers. In most of the complaints, the amount is also refunded. However, the question is as to how many subscribers are able to raise their voice or even make a simple complaint to the customer care centres. The result is the menace created by such attitude of telecom companies for unethical business practices as TRAI does not audit their system to look into the root cause of such unauthorised activation of the value added services. TRAI is ignorant to the fact that the value added services are being activated by the service providers without the consent of the subscribers and further is also not aware as to whether there are complaints being received by the telecom companies. The customers who are able to notice such deductions and are able to complain to the customer care are refunded the amount so deducted and rest of the amount deducted from those users who are either not able to notice such deductions or able to complain to the customer care centre gets pocketed by the telecom companies. The more surprising part is that TRAI has also allowed auto renewal of such services after an interval and money keeps on deducting from their prepaid balances irrespective of the fact as to whether subscriber requires or not. This is the first time in the history that the services are renewed without being asked by the



उपभोक्ता ध्यान दे अगर आपने ए.टी.म. का इस्तेमाल किया और आपके खाते से पैसे डेबिट हो जाए और मशीन से पैसे नहीं निकले तो इसकी लिखित शिकायत अपने बैंक से करें। भारतीय रिज़र्व बैंक की शर्तों के हिसाब से यह डेबिट हुआ पैसा आपके खाते में 7 दिनों में क्रेडिट हो जाना चाहिए अगर ना हो तो आपके बैंक को 100 रु. प्रतिदिन के हिसाब से पेनल्टी देनी होगी।

customers and the customers are asked to deactivate within 72 hrs. else face activation and deduction of money from prepaid balance. Why the subscriber is forced waste time by getting involved in a process of deactivation? The services get renewed if no confirmation is received back. The condition of “no confirmation“ could be due to several factors like: *the subscribers mobile may be switched off/ may be in roaming / may get deleted along with other tele-marketing messages or escaped the attention due to his pre-occupancy in other exigencies, might be hospitalised etc. etc. The main question arises after all why any customer should waste time in deactivation. Let a customer whosoever wish to activate such services may raise a request.* Have you ever heard that if anyone has ordered a pizza to a restaurant one day, the restaurant again sends a pizza to his home next day unless he telephone the pizza wallah that he do not require pizza today? Or will the shopkeeper send a pizza to his house with a message that if he doesn't want to receive it please contact back to the pizza wallah? **Hence why Auto Renewal of value added services?**



The procedure of deactivation of auto renewed services for that category of the subscribers (disadvantageous class) as described above would be as difficult as lodging a complaint to the customer care at the initial stage of activating the services without seeking explicit consent. The result is that the subscriber's money is being pocketed unethically by the telecom companies every month and in other terms such services becomes “imposed” onto the subscribers despite of “no requirement”.

In view of above, will it be out of place to demand from TRAI to incorporate following into the regulation:

- 1). No activation / auto renewal of any kind of value added services without any explicit consent. Auto renewal of services should be against confirmation of the subscribers only.
- 2). In case a complaint of auto activation and auto renewal is made by the subscriber directly or through VCO/NGO to the company, an amount equivalent to ten times of the deducted amount to be refunded to the subscriber, and
- 3). In case the complaint is escalated to TRAI for such auto activation and auto renewal, an amount equal to 100 times of the deducted amount be refunded to the subscriber within 24 hrs.

**After all, the consumer has value of its time and cannot be taken for a ride  
And**

**TRAI may fix reasonable bench mark with a stipulation that if the number of complaints exceeds X Nos. in a month, a penalty to be deposited by the telecom companies to the Government account.**

**Change of father's name on PAN Card**

With the great pleasure I would like to inform you that my issue has been resolved which was not resolved since last 9 years, but with the help of SCH, the issue was resolved within two months and I hope you will continue providing with the required help and aid.

- Ghan Shyam Sakela/ Rajasthan

**Illegal charge in Government Hospital**

With the great pleasure I would like to say thanks to SCH for solving my complaint against Government Hospital Shahpura Jaipur, for illegal charge of 100 Rupess without any slip, was took by doctor in favor of my child's treatment. And I got the refund immediately after SCH notice given to the Hospital.

- Laxmi Narayan/ Rajasthan

**The service standard for delivery of articles by Department of Posts are :**

	Speed Post (Days)	Registered Post (Days)
<b>Local and within Metro Cities</b>	2	3
<b>Rest of India</b>	4-6	5-7



**INDIA POST**  
Ministry of Communication & Information Technology

**In case the postal department fails to deliver the article within the above stipulated period, the speed post charges are refundable.**



### 19 Categories of Packed Goods to Comply with Standard Sizes w.e.f. 01st July 2012:

During the last few years manufacturers have been packing the packed goods in non-standard sizes to mislead the consumers about the prices. Manufacturer have been retaining the same price but at the same time the net content of the packages got reduced. As an example the packet of biscuit earlier in 100gm packet was selling at Rs. 10/-. The manufacturer instead of increasing price reduced the content from 100gm to 85 gm.

Many consumer organisations protested such trade practices and sought the intervention of Govt. of India for a standard packing size. Items which now have been brought in the standard Packing lists are **Tea, Coffee, Cereals and Pulses, Edible Oils, Vanaspati, Ghee, Butter Oil, Atta, Rice Floor, Rawa and Suji, Salt, Detergents, Aerated Soft Drinks and Non-Alcoholic Beverages, Mineral Water, Drinking Water, Materials which may be Constituted or Reconstituted as Beverages, Bread including Brown Bread, Biscuits, Un-Canned Packages of Butter and Margarine, Baby Food, Weaning Foods, Soaps, Cement and Paints.**

All non-standard sizes will go off the shelf from 1st July 2012 for 19 categories of packed goods. As an example the Tea can be sold only in standard sizes of 25gm, 50gm, 100gm, 125gm, 250gm,

As per Reserve Bank of India circular no, **RBI/2010-11/472 dated April 7, 2011 and RBI/2011-12/262 A.P (DIR Series) Circular No. 46 dated November 17, 2011,** remittances in any form towards overseas foreign exchange trading through electronic or internet trading portals is not permitted under the Foreign Exchange Management Act (FEMA), 1999.



Reserve Bank of India has also clarified that the existing regulation under FEMA, 1999 do not permit residents to trade in foreign exchange in domestic/ overseas markets through Debit Card.



### The Bureau of Energy Efficiency (BEE).

Upgrades energy performance standards by about 8% for split air conditioner for the same Rotating band. The star rating for Split Air conditioners is based on its efficiency (co-efficient of performance) which indicates the amount of cooling capacity in

watts the Air conditioner delivers for every watt of electricity consumed. The higher is the efficiency mark, the lower is the amount of electricity consumed for the same level of cooling effect.

Below is the table of efficiency as per existing norms as well as for Jan 2014 to Dec 2015.

Table 0			Table 1			Table 2		
Jan 2010 - Dec 2011			Jan 2012 - Dec 2013			Jan 2014 - Dec 2015		
Star	Min	Max	Star	Min	Max	Star	Min	Max
1	2.3	2.49	1	2.5	2.69	1	2.7	2.89
2	2.5	2.69	2	2.7	2.89	2	2.9	3.09
3	2.7	2.89	3	2.9	3.09	3	3.1	3.29
4	2.9	3.09	4	3.1	3.29	4	3.3	3.49
5	3.1		5	3.3		5	3.5	

### The first citizen consumer club to be inaugurated in this academic year in Tamil Nadu—

inaugurated at Venkateshwaraa Matriculation School—JVMS (in its 28th year of services). Bharathi Nagar (opp. TNHB). Thirumulaivoyal, Chennai—62 attracted the attendance of a large number of the local residents on 06-07-2012 (Friday) at 10 a.m. Mr. S. Vijayan, Deputy Commissioner, Chennai city, Department of Civil Supplies & Consumer Protection presided over the function. The founder of the school, Mrs. S. Vasantha Soman, the managing Trustee Mr. P. N Sridharan and the correspondent Mrs. Malathy Sridharan, the ward Councillors—Mrs. Mayadevi of 12th ward and Mr. Jaganathan of 10th ward of Avadi Municipality also took part in the function.

More than 100 students and 200 people attended the function with the great support of the parents and the public. The students presented a lot of programmes on the necessity of consume awareness, the ways and means to seek redressal for their grievances etc. which won the appreciation of one and all in the gathering. Representatives from the department put up stalls to guide the people and to clear their doubts pertaining to PDS and consumerism.



### दूध कितना मिलावटी और कितना सही

दूध को पौष्टिक पदार्थ कहा जाता है लेकिन इसी पौष्टिक आहार में मिलावट कर इंसान की सेहत के साथ खिलवाड़ किया जा रहा है और खिलवाड़ भी ऐसा जो आम आदमी को कैसर

जैसी बीमारी उपहार में दे जाए।

नवभारत टाइम्स के हाल ही के अखबार में लिखा गया कि इंडिया गेट पर ग्वाला गद्दी के अध्यक्ष मोहन सिंह आहलूवालिया ने खूलेआम 4 किलो दूध में यूरिया, डिटर्जेंट, रिफाइन्ड तेल, दूध पाउडर और ग्लूकोज मिलाकर उसे 10 किलो दूध बनाकर दिखाया। ग्लूकोज और मिल्क पाउडर इसलिए मिलाया गया क्योंकि इस दूध को तुरन्त पीते ही कोई नकारात्मक असर ना आए। कहा गया कि दूध में हुई मिलावट को भी लैब पकड़ नहीं सकती। हमने पहले भी इस तरह की मिलावट के बारे में कई बार सुना है लेकिन सरकार क्यों नहीं इस मुद्दे पर कोई कदम उठाती है और क्यों आम आदमी की जिंदगी के साथ खेल रही है।

सरकार को इस तरह की मिलावट कर रही संगठनों के खिलाफ सख्त कदम उठाने चाहिए और जाँच के मानक को भी बदला जाना चाहिए जिससे मिलावटी दूध का पता लगाया जा सके और आम जनता को पौष्टिक तथा शुद्ध दूध मिल सके।



**Mandatory BEE Labeling: Tubular Fluorescent Lamp, Frost Free Refrigerator, Room AC and Distributions Transformer are not permitted to be sold without BEE label.**

## Builder Gives Possession After Five Years !

Dream House?

Jugal Parmar, Gandhinagar, was allotted a flat on 5 August 2004. He received the possession letter two years later, but no physical possession. He received no response from the builder. He lodged a complaint with the Food, Civil Supplies and Consumer Affairs (FCSCA) Department of the Government of Gujarat at Gandhinagar in 2011. The department directed the complainant to CERS for intervention. The builder finally responded, giving the physical possession of the flat to Parmar within 3 months.

Patience pays



## Tamil Nadu State Consumer Helpline Given Shine to the darken Consumer:

Mrs. Amutha from Purasaivakam Chennai has bought an Exide inverter from Global Innovatives on 13th May 2011. While purchasing Dealer told that the inverter will provide backup for 6 to 8 hours.

But the backup was only for 3 to 4 hours. In spite of repeated calls, there was no response from the vendor. Almost 10 months, after repeated calls, a person was sent to check the inverter during March 2012. But this service was not effective. After this service, the backup was not even for 1 hour for 1 fan. She has sent a mail from her mail id to State Consumer Helpline, Chennai id consumer@tn.gov.in with a copy of warranty card details and invoice scanned copy. Within a couple of days Exide Company has replaced the battery.

**Consumer Feedback:** Sir, Our inverter battery has been replaced and it is working fine now, thanks a lot for your assistance and action in helping us to get this done, we were completely frustrated earlier and now we feel very happy that there is this sort of forum to help consumers like us. Once again, thanks a lot. Regards, Amudha.



## Axis Bank Refunds Differential Interest.

Axis Bank lost interest ??

Dahyabhai Patel, a resident of Vadodara, Submitted 8 forms on 11 June 2007 for opening encash 24 deposit accounts at Nizampura branch of Axis Bank. Owing to the delay on the part of the bank in opening the account, he incurred a loss of interest approximately worth Rs. 5,542/-

Patel attempted to contact the bank several times, demanding compensation for the differential interest and penal interest. Axis bank did not reply.

Patel lodged a complaint with CERS in April 2011. Axis Bank refunded Rs. 6,463.40 to Patel on 29<sup>th</sup> February 2012.

A happy ending.

## Airtel Refunded Money for Non-Provision of Service

Some service on fast track

C. Haridasan, Noida (Uttar Pradesh), paid Rs.1,750 for the Airtel Internet Protocol Television (IPTV) and Broadband Service, supposed to have been provided within two days of the payment. The service was not provided even after a month. Haridasan demanded cancellation of the service and refund of the advance. Whenever he contacted the company, he was assured of the refund in 20-30 days. Five months elapsed, without his getting the refund.

Haridasan complained to CERS on 21 December 2011. CERS wrote to Airtel Customer Care, enquiring how the company proposed to solve his problem. On 16 January 2012, Bharti Airtel processed Haridasan's request for refund settlement. On 1 February 2012, Haridasan informed CERS about his receipt of Rs. 1,750.

Customer care at snail's pace.



## Mobile users—Beware of fraud message

Now a days, the scamesters have started sending SMS to the mobile users that the recipients have won the prizes as high as \$750,000. The text of SMS is somewhat as below:

**"Congrats Your mobile Number has won \$750,000 USD— In The 2012 BT Mobile Draw. To claim your Prize send your Name, Age, Tel. and Address via. Email: - - "**

While earlier such message used to be circulated through email and were somewhat difficult to trace the originator. Many citizen have been duped of their hard earned money by responding to such messages. However now the scamesters have started sending messages through SMS. Since the SMS are being originated through some registered short code, the police authorities should not feel handicap in locating the source of such messages. TRAI is the regulatory authority which is controlling such SMS short code. While the police authorities are expected to put in their efforts to trace such scamesters, the mobile users are also expected to discharge their responsibility. We advise users to consider following steps:

- ⇒ Not to respond to such messages
- ⇒ Not to reveal your information as may be asked through such SMS
- ⇒ If possible inform to the Police Commissioner of your state through SMS, Email etc.
- ⇒ Since the message are getting originated through a registered short code, such messages could also be forwarded to TRAI.



**Now a days there is increase in calls seeking donations on the ground that somebody is requiring immediate financial help for a medical treatment in some or the other hospital. In all possibilities, such calls are likely to be fake and are with an efforts to collect amount. The donors are advised to be careful while donating their money.**

# मिस्ड कॉल! पर कॉल बैक से बचें

परवेज इकबाल सिद्दीकी टीएनएन

आपके सेलफोन पर मिस्ड कॉल आए तो जरा संभलकर कॉल बैक करें। खासतौर पर तब जबकि ये कॉल +92, # 90 और # 09 सीरीज के नंबरों से आई हो। आपने शिष्टाचार दिखाते हुए अगर कॉल बैक कर लिया तो आपके फोन या सिम की क्लोनिंग हो सकती है। टेलिकॉम सर्विस प्रोवाइडर कंपनियों ने इस खतरे को लेकर मोबाइल यूजर्स के लिए बाकायदा अलर्ट जारी किया है।

**एक लाख यूजर्स बने शिकार**  
सिम क्लोनिंग का खेल करने वाले अपना काम बेहद तेजी से कर रहे हैं। एक रिपोर्ट के मुताबिक, अब तक तकरीबन एक लाख लोगों ने इस तरह के मिस्ड कॉल का शिकार हो चुके हैं। इंटरनेट एजेंसियों ने सर्विस प्रोवाइडर कंपनियों को पुख्ता तौर पर ये जानकारी दी है कि यूपी वेस्ट डिविजन में क्लोनिंग का एक रैकेट खड़ा हो चुका है। एक इंटरनेट ऑफिसर के मुताबिक, ये भी मुमकिन है कि शराती लोग इससे मिलते-जुलते दूसरे कॉम्बिनेशंस के नंबरों से हैंडसेट और उसमें स्टोर जरूरी इन्फॉर्मेशंस की क्लोनिंग कर लें।

बीएसएनएल के जीएम आर. वी.

**क्लोनिंग से क्या नुकसान**  
सिम क्लोनिंग एक बड़ा खतरा बनकर सामने आ चुका है। अगर किसी ने आपके सिम की क्लोनिंग कर ली तो वह उससे किसी भी नंबर पर बात कर सकता है। फोन के सिम, मेमोरी और डेटा कार्ड में स्टोर सारी जानकारियां लीक हो जाएंगी। सबसे बड़ा खतरा तो यह है कि आपके फोन नंबर का इस्तेमाल टेरर कॉल के लिए किया जा सकता है और फंसेंगे आप। हालांकि बाद में पता चल जाता है कि आतंकवादी ने क्लोनिंग सिम का इस्तेमाल किया है।



शर्मा कहते हैं कि सभी ब्रॉडबैंड सब्सक्राइबर्स को पहले ही इस बार में अलर्ट किया जा चुका है और अब बाकी यूजर्स को एसएमएस के जरिए इस खतरे से आगाह किया जा रहा है। यूपी पुलिस एकेडमी में टीचिंग करने वाले आईटी एक्सपर्ट रश्मि टंडन का कहना है कि क्लोनिंग की फिराक में रहने वाले शातिर लोग किसी और सीरीज के नंबरों का इस्तेमाल भी कर सकते हैं। इसलिए

बेहतर ये होगा कि अगर आपको कोई नंबर जरा सा भी अजीबोगरीब लगे तो उसे पर कतई कॉल बैक न करें।

**सेव न करें जरूरी पासवर्ड**  
अमूमन लोग अपने बैंक अकाउंट्स, एटीएम, डेबिट/क्रेडिट कार्ड के नंबर और पासवर्ड को सेलफोन की मेमोरी में सेव कर लेते हैं। फोन या सिम की क्लोनिंग होने पर इन सीक्रेट इन्फॉर्मेशंस के लीक होने का पूरा खतरा रहता है।

## Consumers Contacted State Consumer Helpline

States	No. of Calls	
	June 2012	April – June 2012
Bihar	296	917
Gujarat	1741	3675
Madhya Pradesh	599	2021
Maharashtra	372	1108
Orissa	287	2872
Rajasthan	375	1271
Tamil Nadu	7309	25501
<b>Total</b>	<b>13979</b>	<b>37365</b>

**Its time to cheer up by residents of Haryana:** The Consumers of Haryana State would now be able to seek advice, guidance and information to get redressal to the consumer problems and disputes being faced by them with various service providers. Govt. of Haryana through their Department of Food, Civil Supplies and Consumer Affairs shall be shortly setting up Consumer Helpline based on a centralized IT based application system developed by Govt. of India, which is hosted at IIPA, New Delhi. The IT system deployed at IIPA has got Centralised Complaint Database Management System along with knowledgebase data base of Frequent Occurring Problems (FoPs) covering about 30 sectors of industries and their solution. The Consumer Helplines are already functioning in the States of Gujarat, Madhya Pradesh, Tamilnadu, Orissa, Bihar, Rajasthan and Maharashtra which have been funded by Govt. of India.

## CONSUMER HELPLINES

### GUJARAT

1800-233-0222, 079-27489945 / 46

### MADHYA PRADESH

155343, 0755-2559778

### ORISSA

1800-345-6724, 1800-345-6760,  
0674-2351990, 0674-2350209

### TAMIL NADU

044-28592828

### BIHAR

1800-345-6188

### RAJASTHAN

1800-180-6030

### FSSAI

1800-11-2100

### MAHARASHTRA

1800-22-2262



**The empty bottles of packaged drinking water may be crushed to avoid its re-use. Do not buy the packaged drinking water without ISI mark. Remove / Destroy the sticker / label while returning back the empty water dispenser to avoid its recycling with untreated water.**

