

## Consumer Helplines

### **National Consumer Helpline**

National Consumer Helpline is a project of the Department of Consumer Affairs, Government of India being executed by the Centre for Consumer Studies, Indian Institute of Public Administration, New Delhi. It recognizes the need of consumers for a Helpline to deal with a multitude of problems arising in their day-to-day dealings with business and service providers. National Consumer Helpline provides advice, information and guidance to empower consumers and persuade businesses to reorient their policy and management systems to address consumer concerns and grievances adopting global standards. A consumer from any part of the country can call National Consumer Helpline at a National Toll Free No-1800-11-4000 to seek information, advice or guidance for his queries and complaints. It advises consumers on dealing with problems related to defective products, deficiency in services and unfair trade practices. The National Consumer Helpline supports consumers by:

- Guiding consumers in finding solutions to problems related to Products and Services.
- Providing information related to Companies and Regulatory Authorities.
- Facilitating consumers in filing complaints against defaulting Service Providers.
- Empowering consumers to use available Consumer Grievances Redressal Mechanisms.
- Generating awareness among Consumers about their Rights and Responsibilities.

**To seek more Information, Advice and Guidance on Consumer Problems Contact:**

Project Director

National Consumer Helpline Centre for Consumer Studies,  
Indian Institute of Public Administration,  
I.P Estate, Ring Road, New Delhi-110002

Website: [www.nationalconsumerhelpline.in](http://www.nationalconsumerhelpline.in)

National Toll Free No. -1800-11-4000

(All Working days - Mon- Sat, 09.30 AM to 05.30 PM).

SMS can also be sent to +918130009809

(charges apply) mentioning the name and city.

PRI No: 011-23762077

(charges apply)

## Where can consumers get information and guidance in local language? State Consumer Helplines

State Consumer Helplines have been established by various State Governments to advice and guide the consumers in regional language and to cater to the need of local people especially the rural masses. The advisors at State Consumer Helplines (SCHs) provide pre-purchase information, post-purchase advice, guidance and information and also offer “next-step advice” for resolution or redress in Hindi, English and Local language.

<b>STATE CONSUMER HELPLINES</b>		
<b>Sl. No</b>	<b>State</b>	<b>Toll Free</b>
1	Andhra Pradesh	1800-425-0082 / 1800-425-2977
2	Arunachal Pradesh	1800-345-3601
3	Assam	1800-345-3611
4	Bihar	1800-345-6188
5	Chhattisgarh	1800-233-3663
6	Delhi	011-23379266
7	Gujarat	1800-233-0222
8	Haryana	1800-180-2087
9	Himachal Pradesh	1800-180-8026
10	Karnataka	1800-425-9339 / 1967
11	Kerala	1800-425-1550
12	Madhya Pradesh	155343
13	Maharashtra	1800-22-2262
14	Mizoram	1800-231-1792
15	Nagaland	1800-345-3701
16	Orissa	1800-345-6724 / 6760
17	Rajasthan	1800-180-6030
18	Sikkim	1800-345-3209 / 1800-345-3236
19	Tamil Nadu	044-2859-2828
20	Uttar Pradesh	1800-180-0300
21	West Bengal	1800-345-2808

The Department of Consumer Affairs has set up the State Consumer Helpline Knowledge Resource Management Portal under the Centre for Consumer Studies, Indian Institute of Public Administration, New Delhi. The Portal links State Consumer Helplines (SCHs) located in different States on a common IT platform and monitors activities of the State Helplines. The States access the website hosted by the Portal for providing information and counseling to consumers. Presently states viz. Bihar, Haryana, Chhattisgarh, Gujarat, Madhya Pradesh,

Maharashtra, Odisha, Rajasthan, Delhi, Himachal Pradesh, Uttar Pradesh, Mizoram and Tamil Nadu are linked with the Portal.

**For Further Details Contact:**

Project Director

State Consumer Helpline Knowledge Resource Management Portal Room No. 7

Centre for Consumer Studies, Indian Institute of Public Administration,

I.P Estate, Ring Road, New Delhi-110002

Email: [schrmp.iipa@gmail.com](mailto:schrmp.iipa@gmail.com) Tel No. 011-23705054

Website: <http://www.consumeradvice.in/>