

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

RAJYA SABHA
UNSTARRED QUESTION No. 2945

TO BE ANSWERED ON 13.12.2019

DISPOSAL OF CONSUMER GRIEVANCES

2945. SHRI MAJEED MEMON:

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

- (a) the first five companies that topped the list of consumer complaints received on the Government's national helpline set up to resolve the grievances of consumers;
- (b) the number of grievances resolved by these five companies; and
- (c) whether Government has any plans to issue guidelines to companies urging them to focus on the quality of products and if not, the reasons therefor?

ANSWER

THE MINISTER OF STATE
CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION
(SHRI DANVE RAOSAHEB DADARAO)

(a) : During April 2019 to September 2019, Flipkart Internet Pvt. Ltd., Amazon Seller Services Pvt. Ltd., Reliance JIO Infocomm Ltd., Bharti Airtel Ltd. and Vodafone Ltd. are the top 5 companies in respect of the number of complaints received on National Consumer Helpline.

(b) : Details of complaints received and resolved by these companies in the said period are as follows:

April 2019 - September 2019			
Sr. No.	Company Name	Complaints Received	Complaints Resolved
1	Flipkart Internet Pvt. Ltd.	11028	10429
2	Amazon Seller Services Pvt. Ltd.	7203	7187
3	Reliance JIO Infocomm Ltd.	6084	6066
4	Bharti Airtel Ltd.	5750	5746
5	Vodafone Ltd.	4926	4914
Total		34991	34342

(c) : Different Regulatory Bodies look into different products such as the Food Safety and Standards Authority of India is concerned with food products, the Central Drug Controller with medicines/cosmetics to check for counterfeit and sub-standard products in the market on regular basis and if any deficiency is found, manufacturers are penalised as per the provisions in the related Acts.

In case a counterfeit or sub-standard product is received by a consumer, existing Consumer Protection Act, 1986 has provisions for the consumer to file a consumer complaint in the consumer forum established under the Act which are empowered to give relief of a specific nature and to award, wherever appropriate, compensation to consumers.
