

P.R.No. 579

Date. 09.07.2010

STATE CONSUMER HELP LINE

MONTHLY PRESS NOTE

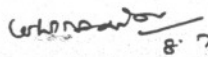
Government of Tamil Nadu, with financial assistance from Government of India has set up State Consumer Help Line which has been functioning since November 2009 as part of promoting consumer awareness to common public, their duties, responsibilities and rights as envisaged in Consumer Protection Act, 1986, and to assist, advise, counsel the consumers with regard to deficiency in services, products, unfair trade practices and other complaints related to Public Distribution System.

During the month of June 2010, a total No. of 2185 complaints were received by the State Consumer Help line, out of which 1498 complaints were resolved and the rest are under process. Out of them 1196 complaints relate to Public Distribution system, 66 complaints relate to products and 429 relate to service sector and 106 cases fall under other sectors. In the service sector a large number of complaints related to LPG and Banking sectors. Complaints on defects / deficiency in service in Air conditioner, Food Products, Mobile phones, Washing machines, were received and the grievances have been redressed by the companies / manufactures.

In the service sector, complaints regarding deficiency in LPG supply, telecom / mobile service, insurance, electricity, postal and other issues such as banking, housing loan, educational loan, public transport were attended to and the consumers were rendered with necessary counselling.

Consumers may contact the State Consumer Helpline through 044- 28 59 28 28 or by e-mail at consumer@tn.gov.in or register online in website (www.consumer.tn.gov.in) to seek pre or post purchase advice or register their complaints.

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8.7.10
Commissioner (i/c)