

Government of Tamil Nadu
Civil Supplies & Consumer Protection Department
A MESSAGE TO PUBLIC

Consumers face numerous problems in the market place. These range from unfair trade practices like tie-up sales, prize schemes, etc. Other problems include adulteration, shortage in weight, price above Maximum Retail Price, expired or hazardous goods, etc. Certain manufacturers do not honour the warranty / guarantee and fail to provide effective service. Consumers also sometimes are cheated by false promises made by service providers or manufacturers. Hence, it is essential for consumers to exercise their purchase decisions carefully, taking into account the quality of the product or service, previous track record of the seller / service provider, terms and conditions of sale and warranty, presence of good after-sales service network, quality certifications such as ISI, Agmark, FPO, etc. Consumers must never buy goods without addresses or contact numbers or proper MRP or expiry dates written clearly on the pack. Most importantly, they must get a proper bill with full address of seller with VAT/Service Tax Registration Number and Bill serial number.

Consumers have the right to safety, choice, information, representation, grievance redressal and consumer education as per the Consumer Protection Act, 1986. In order to guide and advise consumers who intend to purchase goods or services (Pre-purchase advice) or who face problems after purchase (post-purchase counseling), Government of Tamil Nadu, with financial assistance from Government of India, has set up the **STATE CONSUMER HELP LINE** to assist consumers of open market commodities as well as consumers under the Public Distribution system. The **STATE CONSUMER HELP LINE** launched by Hon'ble Deputy Chief Minister on 02nd November 2009 will help in counseling consumers on the following problems:

(a) **Open Market Problems**

- Exploitation of rights of consumers as envisaged in Consumer Protection Act, 1986
- Defects in product purchased or Deficiency in services availed by consumer

- Refusal by Seller / supplier to repair the product which is in warranty / guarantee
- Supply of expired / sub standard / adulterated food products or medicines or agricultural inputs such as seeds, etc. by unethical traders
- Collection of excess price for the product or service than the price prescribed (MRP)
- Any other unfair trade practices like multi level marketing,. etc.

(b) Public Distribution System Grievances:

- Non receipt of commodities in prescribed quantity, good quality, correct price and in exact weight through fair price shops
- Non-opening and closing of Fair Price Shops in prescribed timings
- Problems in obtaining new family cards and obtaining endorsement in family cards for change of residence and other types of changes as per requirement of cardholder
- Quality of service in Offices of Assistant Commissioners / Taluk Supply Officers in regard to family cards and other services

Facilities available in the STATE CONSUMER HELP LINE for consumers are as follows

- a) **Telephonic Assistance at : 044 2859 2828** – Trained Call centre Assistants are available between 9-30 AM to 6-00 PM 6 days a week from Monday to Saturday to provide pre-purchase or post-purchase advice and counselling. A complaint registration number would be given by the Call Centre Assistant on registration of the complaint wherever follow up is required.
- b) An **interactive voice recorder system (IVRS)** facility provides recorded information on both consumer and Public Distribution System issues on a 24X7 basis in English as well as in Tamil. If the consumer wants to get clarification on other issues, he can choose to connect to the Call Centre Assistants.
- c) An **Online Complaint Registration Facility** is available in the website of Civil Supplies and consumer Protection Department at www.consumer.tn.gov.in . A complaint registration number is generated automatically for reference and follow up.
- d) **E-mail facility** : Complaints may also be sent by e-mail to consumer@tn.gov.in for action at our end. A registration number and reply would be sent by email.

- e) **Written complaints** / requests may also be addressed to “State Consumer Help Line, Office of the Commissioner of Civil Supplies and Consumer Protection, Ezhilagam IV Floor, Chepauk, Chennai-600 005.

Replies would be sent by phone or email or in writing wherever follow up is necessary and a final reply is due.

During the week from 2nd November 2009 to 9th November 2009, 170 calls were received through telephone and 334 requests were received through web facility and attended to. Assistant Commissioner II (HQ) in the office of the Commissioner, Civil Supplies and Consumer Protection Department is the Nodal Officer for follow -up of complaints received in State Consumer Help Line. Users of this facility may feel free to send their feed back or suggestion on the call centre facilities by e-mail to consumer@tn.gov.in or by telephone to **044 - 28592255**

COMMISSIONER

Issued by:

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