

Government of Tamil Nadu
Civil Supplies & Consumer Protection Department
Activities of State Consumer Help Line for January 2010

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. STATE CONSUMER HELP LINE situated at O/o. Commissioner of Civil Supplies and Consumer Protection Department, Ezhilagam IV Floor, Chepauk, Chennai-5 can be contacted through telephone No. 044 2859 2828, Web site www.consumer.tn.gov.in, email : consumer@tn.gov.in between 9-30 AM to 6-00 PM 6 days a week from Monday to Saturday. Replies would be sent by phone or email or in writing wherever follow up is necessary and a final reply is due.

Since the inauguration of STATE CONSUMER HELP LINE in November 2009, till 31st January 2010, 6497 requests / complaints were received out of which 5727 were disposed. During the month of January 2010 alone 2238 requests were received out of which 1949 requests were disposed in January 2010 itself. Thiru Venugopal, a consumer from Chennai got his faulty refrigerator replaced with a new one by a MNC of domestic appliances after intervention by State Consumer Help Line. As the grievances relating to defect / deficiency in goods / services are getting rectified the consumers feel much happy in using the services of State Consumer Help Line. It has been planned to provide advice on specific services during the last Saturday of every month. Accordingly during 30th January 2010 the State consumer Help Line provided telephonic guidance / advice to around 57 consumers through officials from CMDA, Lawyers and consumer activists from leading Consumer Organisations. The services are also widely appreciated by General Public and Consumer Organisations. It has been planned to provide telephonic advice/guidance for mobile telephony consumers during the last Saturday of February 2010. 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

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