

How to register consumer grievance



STEP BY STEP GUIDE

1. While buying any product, always check whether the consumer care number is mentioned on the packet and whether the number is functioning.

Remember, this is important for registering grievances with the manufacturer/packer/importer in case of any problem with the product.

2. In case of any problem with the product, contact the consumer care of the manufacturer / packer / importer and register your grievance with them.

Note the date of contacting the consumer care and the reference number provided by consumer care. Ask the consumer care about the time expected for resolution of problem.

3. If the problem is not resolved by the manufacturer/packer/importer register your grievance at National Consumer Helpline (NCH) number 1800114000 or 14404.

The grievance can also be registered at www.consumerhelpline.gov.in. Note the date of registration of grievance and the reference number provided by NCH.

4. If the grievance remains unresolved, file a complaint in the relevant Consumer Disputes Redressal Commission (or Consumer Commission).

You can file the complaint yourself or through your lawyer or through your agent in the District Consumer Commission as per your convenience.



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Department of Consumer Affairs

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National Consumer Helpline
14404 or 1800-11-4000
(Toll Free)



www.consumerhelpline.gov.in



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