

Under the scheme incentives are provided to all eligible new and existing units and for their substantial expansion located anywhere in Himalayan States.

Steps taken to resolve consumer complaints

3886. SHRI D. KUPENDRA REDDY:

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

(a) whether it is a fact that the number of consumer complaints have been increasing manifold every year;

(b) if so, the details thereof along with the number of such consumer complaints received during the last three years, year-wise; and

(c) the steps taken by Government to resolve the complaints and redress the grievances of consumers?

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

(a) and (b) Yes Sir, there is an increase in the number of complaints every year in the National Consumer Helpline set up by the Department of Consumer Affairs. The number of complaints received during the last three years is as given below:

Year	Complaints received at National Consumer Helpline
August, 2016 to March, 2017	2,12,710
April, 2017- March, 2018	3,98,148
April, 2018-March,2019	4,80,169
TOTAL	10,91,027

The disposal rate is about 90%.

(c) The Department of Consumer Affairs has set up a National Consumer Helpline (NCH) for handling the complaints of the consumers. A consumer can lodge his complaint in the NCH through the toll free number 1800-11-4000 / 14404, sms, or online through the portal "INGRAM" (www.consumerhelpline.gov.in). The complaints received at the NCH are forwarded to the companies/regulators/ Government Departments concerned for resolution. For quicker resolution of consumer complaints, NCH has

partnered with more than 500 companies under its convergence programme. The complaints relating to the convergence companies are transferred to them online for resolution. In the event of a complaint not being resolved by a company, the consumer is advised to approach a Consumer Forum of appropriate jurisdiction established under the Consumer Protection Act, 1986.

Under the Consumer Protection Act, 1986, a three-tier quasi-judicial mechanism, called Consumer Fora, has been set up at the district, State and National levels to provide simple, speedy and inexpensive redressal to consumer disputes. These quasi-judicial bodies have been empowered to give relief of a specific nature and to award, wherever appropriate, compensation to consumers.

Payment of sugarcane arrears to farmers

3887. SHRI G.C. CHANDRASHEKHAR: Will the Minister of CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION be pleased to state:

- (a) whether sugar mills operated by HPCL Biofuels Limited owe a huge amount as sugarcane arrears to farmers;
- (b) if so, the details thereof indicating the total amount paid by the mill to farmers and the balance of payment pending during the current crushing season;
- (c) whether the mill has submitted a payment schedule for clearing the dues; and
- (d) if so, the details thereof and if not, the steps taken by Government to ensure payment of sugarcane arrears to farmers?

THE MINISTER OF STATE IN THE MINISTRY OF CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION (SHRI DANVE RAOSAHEB DADARAO): (a) and (b) Details of cane price payable, paid and arrears during current sugar season 2018-19 as on 15.07.2019 in respect of Sugauli and Lauriya sugar mills operated by HPCL Bio-fuels Limited are as under:—

(₹ in crores.)			
Name of Unit	Payable	Paid	Dues
Sugauli	110.50	38.19	72.31
Lauriya	104.65	43.23	61.42