

HOW TO RAISE A CONSUMER COMPLAINT

Telangana State Consumer Help Line Service 1800-42500333.

- All the consumers of Telangana State can utilize the services from 10.30 AM to 5.00 PM on all working days. The consumer can lodge their complaints through the website www.consumeradvice.in

Telangana State Consumer Information Centre: (SCIC)

- The Centre was established in the month of June, 2014 at the office of the Commissioner of Civil Supplies and it works as an information, resources, counselling and guidance centre to the consumers in order to protect their rights.
- The Centre is organizing an Alternate Consumer Disputes Redressal System with an aim to redress the consumer grievances under non-legal measures and also to reduce the burden of consumer cases on District Forums.
- Under this Redressal System, the complainant can make a complaint on white paper or in the prescribed format supplied by the Centre on free of cost. After receiving the complaint, a notice is being served to the respondent by giving a date to attend the counselling in the Centre. Counselling will be conducted on every Saturday by calling the complainant and the respondent to the Centre. After hearing both parties, the cases will be settled with the consent of both parties. The unsettled cases, after (3) counselling's are being advised to the District Consumer Forum concerned for settlement through legal measures.