

**STATE CONSUMER  
HELP LINE  
044-28592828**

**A MESSAGE TO PUBLIC**

**Problems faced by card holders :**

- 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 changes as per requirement of cardholder
- Poor service in Offices of Assistant Commissioners / Taluk Supply Officers in regard to family cards and other services

**Problems faced by Consumers**

- 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 by unethical traders
- Collection of excess price for the product or service than the price prescribed
- Any other unfair trader practices like multi level marketing,. etc.
- Problems faced by Agriculturists by sub standard seeds, fertilizers, or pesticides, etc.

In order to make complaint or avail advice or clarification for all kinds of problems of card holders or consumers Government of Tamil Nadu, Civil Supplies and Consumer Protection Department has launched a telephone help line through following telephone number:

**044-28592828**

The Call centre Assistants are available between 9-30 AM to 6-00 PM on all working days of Government of Tamil Nadu. Recorded messages (IVRS) on Consumer rights and responsibilities, obtaining family cards and other related issues are available through the above telephone line at any time (24X7).

Besides complaints / requests can be made through on line registration facility available in web site [www.consumer.tn.gov.in](http://www.consumer.tn.gov.in) or through e-mail to [consumer@tn.gov.in](mailto:consumer@tn.gov.in) . Also written complaints / requests can be sent to "State consumer Help Line, Office of the Commissioner of Civil Supplies and Consumer Protection, Ezhilagam IV Floor, Chepauk, Chennai-600 005.

**Citizen are requested to avail the services and to save themselves from exploitation of any kind.**