



Consumer App

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Recently, Union Minister of Consumer Affairs, Food and Public Distribution has launched the '**Consumer App**' to **fast-track consumer grievance redressal process**.

- It will provide an effective forum for consumers to give their valuable suggestions to the department on consumer-related issues.
- The app aims to provide a **one-stop solution** for **consumer grievance redressal**.
- The registered consumer will be informed about their complaint via SMS/email with a unique number which can be tracked by the consumer.
- There will be a **time-bound resolution** of all grievances.
 - Grievances **in simple nature** will be resolved **within 20 days**
 - Grievances **in Complex nature** will be solved **within 60 days**.
 - If **after 60 days the grievance is not resolved**, the consumer will be advised to proceed to consumer fora.
 - Also, now the consumer will be informed before the closure of a complaint and if the consumer is not satisfied then the complaint will be referred further to the concerned department.
- Consumers can use this app in both Hindi and English languages.

Source: PIB