



National Consumer Helpline facilitates refunds of over ₹105 crore to consumers in 15 months

1,66,189 refund-related grievances addressed across 35 sectors between 25 April 2025 and 31 July 2026

E-commerce sector accounts for more than ₹74 crore in facilitated refunds

Refunds ranging from ₹1 to ₹35.83 lakh facilitated in e-commerce sector during May-July 2026

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The National Consumer Helpline (NCH), by the Department of Consumer Affairs, has facilitated refunds of more than **₹105 crore** to consumers across **35 sectors** by addressing **1,66,189 refund-related grievances** during the fifteen-month period from **25 April 2025 to 31 July 2026**.

The refunds were facilitated at the **pre-litigation stage**, enabling consumers to obtain timely relief without having to approach the Consumer Commissions. The National Consumer Helpline has emerged as a single-point access platform for consumers across the country to register grievances and seek resolution.

The **e-commerce sector accounted for the largest share of refund-related grievances**, with **1,00,466 complaints** resulting in refunds of more than **₹74 crore**. The Travel & Tourism sector followed, with refunds exceeding **₹10 crore**. During **May 2026 to July 2026**, refunds facilitated in the e-commerce sector ranged from **₹1 to ₹35,83,790**, covering consumer grievances of varying nature and value.

Key highlights:

- **₹105 crore+** refunds facilitated
- **1,66,189** refund-related grievances addressed
- **35 sectors** covered
- **1,00,466** e-commerce refund grievances addressed
- **₹74 crore+** refunds facilitated in the e-commerce sector
- **₹10 crore+** refunds facilitated in Travel & Tourism
- **₹1 to ₹35,83,790** – range of refunds facilitated in e-commerce during May-July 2026

The NCH operates through a convergence-based mechanism under which consumer grievances are digitally forwarded to the concerned companies for resolution within defined timelines. The process is supported by continuous monitoring and tracking of consumer feedback.

Refund-related grievances received through NCH have come from metropolitan cities as well as remote regions across the country, reflecting the platform's reach as a pan-India mechanism for consumer grievance redressal.

Consumer grievances resolved through NCH

- **Bengaluru Urban | Delayed mobile phone delivery:** A consumer who ordered a mobile phone worth ₹47,490 on 21 August 2026, with delivery scheduled for 22 August, approached NCH after repeated extensions of the delivery date. Following NCH intervention, the e-commerce platform processed a **full refund of ₹47,490**.
- **NTR District, Andhra Pradesh | Incorrect product received:** A consumer received a **USB 3.1 enclosure** instead of the ordered **2.5-inch Hard Drive Enclosure, USB-C 3.0 to Type-C**, which was incompatible with the required device. Following registration of the grievance with NCH, the e-commerce platform processed a **refund for the product**.
- **Udalguri, Assam | Two-wheeler booking refund:** A consumer approached NCH on **21 May 2026** following cancellation of a two-wheeler booking and delay in refunding the **₹5,000 booking amount**. Following intervention, the dealer processed the **refund of the booking amount** and confirmed its credit to the consumer's account.
- **Poonch, Jammu & Kashmir | Wrong and substandard product:** A consumer who ordered sports shoes worth ₹3,072 received a different and substandard brand. After repeated cancellation/rejection of the return request, the consumer registered a grievance with NCH on **29 June 2026**. Following intervention, the e-commerce platform processed a **refund for the product**.

NCH provides multiple channels for consumer access



The National Consumer Helpline provides consumers access to grievance redressal in **17 languages** through multiple channels:

- **Toll-free:** 1915
- **WhatsApp/SMS:** 8800001915
- **INGRAM Portal**
- **Email:** nch-ca[at]gov[dot]in
- **NCH Mobile App**
- **Web Portal**

- **UMANG App**

The facilitation of refunds exceeding ₹105 crore during the period from 25 April 2025 to 31 July 2026 highlights the role of NCH in providing accessible and time-bound grievance redressal at the pre-litigation stage.

The National Consumer Helpline (NCH) under the Department of Consumer Affairs is strengthening consumer protection by ensuring timely grievance redressal at the pre-litigation stage. From 25 April 2025 to 31 July 2026, NCH facilitated ₹105 crore+ in refunds while resolving... pic.twitter.com/ZfT8xhXRir

— Pralhad Joshi (@JoshiPralhad) September 9, 2026

The initiative also contributes to **strengthening consumer confidence in digital marketplaces and service ecosystems** by providing consumers with a convenient mechanism to raise grievances and seek timely resolution. Consumers are encouraged to proactively utilise the National Consumer Helpline to safeguard their consumer rights and seek redressal of their grievances.

RT/ SB/ ARC

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