

State Consumer Helpline Knowledge Resource Management Portal (SCHKRMP)

The Department of Consumer Affairs, Government of India in partnership with the Centre for Consumer Studies, Indian Institute of Public Administration, New Delhi has set up a National Nodal Agency known as the State Consumer Helpline Knowledge Resource Management Portal (SCHKRMP). The Knowledge Resource Management Portal coordinates and monitors the activities of State Consumer Helplines (SCH), provide solutions and advisory services to these helplines, maintain knowledge and database, capacity build of the SCH's personnel and provide for integration and convergence. The portal strives to ensure that all activities of the project are implemented; the IT platform is properly used; SCHs are equipped with the necessary resources; conduct training for their counselors and to host a centralized IT system providing a common knowledge database with frequently asked question and frequently occurring problems with their solutions to handle complaints appropriately; complaint data received are analyzed; and campaign themes are aligned to the overall objectives. The Knowledge Resource Management Portal works in close coordination with various state governments and other stakeholders.

Consumer Helplines are already functioning in the States of Gujarat, Madhya Pradesh, Tamilnadu, Orissa, Bihar, Rajasthan, Uttar Pradesh, Mizoram, Himachal Pradesh, Haryana, Gujarat and Maharashtra. The State Consumer Helplines have been funded by Govt. of India.

States on Board:

Bihar	Gujarat
Haryana	Himachal Pradesh
Jharkhand	Madhya Pradesh
Maharashtra	Mizoram
Orissa	Puducherry
Rajasthan	Tamil Nadu
Telangana	Tripura
Uttar Pradesh	West Bengal

OVERVIEW OF PORTAL ACTIVITIES

Consumer helplines at Jharkhand, Puducherry, Telangana, Tripura and West Bengal:

The Department of Food, Civil Supplies and Consumer Affairs, Govt. of Jharkhand, Puducherry, Telangana, Tripura and West Bengal have signed agreements with IIPA during 2015 to set up consumer helplines in their respective States/UTs using centralized IT based application system developed by Govt. of India. The IT system platform at IIPA has got Centralized Complaint Database Management System along with knowledgebase data base of Frequent Occurring Problems (FoPs) and their solutions. These consumer helplines have become operational with following toll free numbers. Necessary support is being provided to these helplines.

States/ UTs	Toll free numbers
JHARKHAND	1800-3456-598
PUDUCHERRY	1800-425-1082,1800-425-1083,1800-425-1084 & 1800-425-1085
TELENAGNA	1800-425-00333
TRIPURA	1800-345-3665
WEST BENGAL	1800-345-2808

The Consumers from these States/UTs can now contact the respective consumer helplines to seek advise, guidance and information to redress their consumer problems and disputes.

States with whom MoU have been signed to share IT Portal

With this, the total number of states using IT Portal or having signed MoU with IIPA to share IT Portal has increased to 24 from 4 IIPA in the beginning.

Statistical Report on Complaints/Calls received by State Consumer Helplines:

The State Consumer Helplines are receiving calls from the consumers through telephone normally toll free number as well as other mode of communication like letters, emails, walk in consumers as well as consumers logging their calls directly on the website using online complaint registration. The online complaint registration is also used by the consumers in the States which are not yet networked with IT Portal. The statistical data is given below:

State Wise Report Oct-Dec 2015

Sl. No.	State Name	Call Received
1	BIHAR	20
2	GUJARAT	2652
3	HARYANA	524
4	HIMACHAL PRADESH	2
5	MADHYA PRADESH	4
6	MAHARASHTRA	2570
7	MIZORAM	10
8	ODISHA	1240
9	PUDUCHERRY	0
10	RAJASTHAN	2026
11	TAMIL NADU	2007
12	TELANGANA	1731
13	TRIPURA	8
14	UTTAR PRADESH	258

15	WEST BENGAL	1026
16	OTHERS	13
	Total	14091

MONTH WISE REPORT (Oct-Dec 2015)

Sl. No.	State Name	Oct	Nov	Dec	Total
1	ANDAMAN & NICOBAR	0	1	0	2
2	ANDHRA PRADESH	0	0	0	4
3	ARUNACHAL PRADESH	0	0	0	1
4	ASSAM	0	0	0	6
5	BIHAR	0	16	4	457
6	CHANDIGARH	0	0	0	5
7	CHATTISGARH	0	0	0	9
8	GOA	0	0	0	23
9	GUJARAT	1286	345	1022	11607
10	HARYANA	176	143	214	3300
11	HIMACHAL PRADESH	1	0	1	88
12	JAMMU&KASHMIR	0	0	0	5
13	KARNATAKA	2	1	2	20
14	KERALA	1	0	0	3
15	MADHYA PRADESH	0	0	4	19
16	MAHARASHTRA	931	689	950	11178
17	MIZORAM	7	0	3	417
18	NCT DELHI	1	2	3	38
19	ODISHA	427	424	389	6278
20	PUDUCHERRY	192	327	784	2941
21	PUNJAB	0	0	0	5
22	RAJASTHAN	864	450	712	10895
23	TAMIL NADU	773	819	415	2026
24	TELANGANA	287	697	747	2344
25	TRIPURA	1	2	5	10
26	UTTAR PRADESH	32	138	88	2134
27	WEST BENGAL	171	189	666	1052
	Total	5152	4243	6009	54867

Status

1. The consumer helplines in the States of Bihar, Madhya Pradesh and Uttar Pradesh have been facing problems for non-release of funds in time as a result of which the consumer helplines stopped functioning during intervening periods.
2. While the States of Punjab and Hiamchal Pradesh were extended the support to set up the helplines including on-site training, the helpline stopped functioning after initial launch due to their internal reasons.

Sector Wise Calls Received

SECTOR WISE NUMBER OF CALLS (1 OCT 2015 - 31 DEC 2015)				
SI. NO	NUMBER OF CALLS	OCT	NOV	DEC
1	AADHAAR CARD	30	30	38
2	AUTOMOBILE	52	40	61
3	BANKING	106	79	122
4	DOMESTIC APPLIANCES	252	182	255
5	E COMMERCE	137	114	190
6	EDUCATION	101	35	63
7	ELECTRICITY	84	66	78
8	FOOD AND SUPPLY	32	25	28
9	INSURANCE	66	53	81
10	LEGAL	114	21	46
11	LEGAL METROLOGY	62	35	66
12	NATIONAL FOOD SECURITY ACT	129	624	706
13	PETROLEUM LPG PNG CNG	97	70	81
14	PUBLIC DISTRIBUTION SYSTEM	1704	1568	1920
15	REAL ESTATE	91	97	109
16	TELECOM	529	242	300
17	OTHER	1390	830	1642

Online Complaints:

The IT Portal facilitates the consumers to register their complaints online giving them an access on 24x7 basis. Numbers of consumers have been registering their complaints/queries online at IT Portal. These complaints are directly diverted to the State Consumer Helplines who are using our IT Portal. These State Consumer Helplines take appropriate actions on such dockets. The complaints for those States which are not using IT Portal are downloaded and are regularly transmitted electronically to those States to take appropriate steps. While forwarding those complaints electronically, the States are also being requested to join the IT Portal. The following table provides the number of complaints registered for these States which are yet to use our IT Portal. However, there is no feedback from these States on the complaints forwarded to them for appropriate action.

Online Complaints from 1st Oct 2015 to 31st Dec 2015		
S.no	State Name	Complaint Received
1	ANDHRA PRADESH	0
2	ASSAM	0

3	CHATTISGARH	0
5	KARNATAKA	5
6	KERALA	1
7	NCT DELHI	6
8	PUNJAB	0
9	UTTRAKHAND	0
10	WEST BENGAL	4
	TOTAL	16

Opinion Poll: The opinion has been sought from the consumers through our online IT Portal. A list of the issues uploaded on the Portal is given below. Some of the responses as received were analysed and used for our advocacy papers.

Opinion Poll from 01-10-2015 to 31-12-2015					
Sl. No.	Poll Question	Expiry Date	Yes	No	Can't say
1	Do you feel telecom companies are activating value added services on your mobile without your consent	31-10-15	181	17	0

Capacity Building of State Consumer Helplines

IIPA has been imparting training to the consumers and coordinators of State Consumer Helplines. It has imparted training to all the States other than the two States and two UTs namely, Meghalaya, Jammu & Kashmir and Lakshadweep, Dadra Nagar Haveli, who have not attended despite inviting nominations for the trainings. Eight training programmes for coordinators and advisors of state consumer helpline have been organized till 2011-14. One training programme viz 9th training programme was conducted from 24-26 August 2015. This training programme also had participations from five Grahak Suvidha Kendras recently set up by Department of Consumer Affairs. As per MoU IIPA is on a regular basis mandated to monitor GSK.

Activities in 2015

1. Hearing of RTI application against State Bank of India on SMS services in CIC(Central Information Commission) on 23th October 2015
2. Hearing on unethical practice of Department of Post in CIC(Central Information Commission) on 30th October 2015
3. Visit of 37 students from Tagore International School to State Consumer Helplines Knowledge Resource Management Portal, IIPA" on 14th October 2015
4. Hearing of an RTI application against Department of Posts in CIC(Central Information Commission) on 1st December 2015
5. Visit of students of Kamla Nehru College to Portal with sheetal kapoor on 15th December 2015

6. National Conference of “Safe & Healthy Food : combating food adulteration” in Vigyan Bhawan on 22nd December 2015

Advocacy with ASCI on misleading advertisements:

The Portal on its own has raised complaints to ASCI on misleading advertisement. The following complaints raised to ASCI have been upheld/rejected by ASCI.

Misleading Advertisements - Decision NOT UPHELD				
Subject	Advertiser	Complaint No. & Date	Compliant	Decision
Jaypee hospital	Jaypee Hospital (SMS)	Complaint was made on DCA website and complaint ID is 1020151497 on 01/10 2015	SMS circulation stating kidney transplant regular price at Rs.5.5 lakh, our offer price at Rs. 3.25 lakhs.	This does not pertain to misleading advertisement. For issue related code of medical ethics, kindly approach the medical council of India/ state medical council. ASCI rejected complaint on 05/10/2015

Advocacy with other Institutions

All these issues were forwarded to department of consumer affairs:-

- a) **Complaint to Medical Council of India against doctors endorsing the products in violation of code of Ethics for Medical Professional in relation to Sensodyne advertisement for Toothpaste (2nd Oct 2015)** – The advertisement of sensodyne tooth paste need to be looked into two parts: - (a) Endorsing a product by the practicing medical professionals: This is in violation of code of ethics laid down by Medical council of India for medical professionals and institutions. I concur with the contention that the complaint against such violation could be referred to MCI/SMS etc. to take appropriate action. However the 2nd part is where I requested ASCI for appropriate action i.e..(b) advertising a product endorsed by medical professional : The doctors or medical institutions are not allowed to endorse the product, the advertisement of such a product endorsed by the medical professional/ institutions need to be banned.
- b) Charging of unethical VAT and unethical business practices by restaurants.(6th Oct 2015)
- c)
- d) Visit of 37 students from Tagore International School to State Consumer Helplines Knowledge Resource Management Portal, IIPA” on 14th October 2015
- e) Hearing on unethical practice of Department of Post in CIC(Central Information Commission) on 30th October 2015

- f) Hearing of an RTI application against Department of Posts in CIC(Central Information Commission) on 1st December 2015
- g) Visit of students of Kamla Nehru College to Portal with Mrs. Sheetal Kapoor on 15th December 2015
- h) National Conference of “Safe & Healthy Food : combating food adulteration” in Vigyan Bhawan on 22nd December 2015

Knowledge Creation:

The IT Portal has been updated with uploading of following knowledge based database:

1. Acts and regulations of various services.
2. Sector wise FAQs (976 Nos)
3. Consumer advisories.
4. Quarterly Newsletter “Consumer Connect”
5. Monthly “Consumer Bulletin”
6. FOPs and the benchmark of services wherever specified
7. Contact details of service providers
8. Newspaper Reports (220 Nos) on consumer issues.