



OVERVIEW OF ACTIVITIES (JANUARY – MARCH 2016)

State Consumer Helpline Knowledge Resource Management Portal

Centre for Consumer Studies

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Overview of Portal Activities

State Consumer Helpline Knowledge Resource Management Portal (SCHKRMP)

State Consumer Helpline Knowledge Resource Management Portal (SCHKRMP) is a National Nodal Agency supported by Department of Consumer Affairs. The Knowledge Resource Management Portal coordinates and monitors the activities of state consumer helplines, provide solutions and advisory services to these helplines, maintain knowledge database, build capacity of the SCH's personnel. The purpose of monitoring is to ensure that all activities of the project are implemented, the complaints are handled appropriately.

Department of Consumer Affairs has recently introduced Grahak Suvidha Kendra (GSK) on a pilot basis in five states viz. Bihar (Patna), Gujarat (Ahmedabad), Karnataka (Bangalore), Rajasthan (Jaipur) and West Bengal (Kolkata). The Portal is also coordinating the activities of these GSKs.

The IT application and knowledge data bases are hosted on the servers at IIPA. The state consumer helplines are given access to use the IT platform and knowledge data base to register the calls/ complaints being received by them and provide advise, guidance and information to the callers. The State Governments are required to sign licence agreement with IIPA before giving an access to use the software and knowledge data base. The consumer advisors and coordinators are also provided the soft skills through various training programmes being organized at IIPA in addition to hand hold support at their site. The access to the IT application is internet based with 8 MBPS internet leased line. user ids and password also provide the extension of IT platform hosted on IIPA servers to all the state consumer helplines.

The Portal has also provided Grahak Suvidha Kendra (GSK), the access to use the centralized software and knowledge data base hosted at the IIPA servers after signing necessary Licence Agreement with them. The complaints being received by these GSKs are also registered on the IT Portal.

Some of the complaints being registered on Public Grievance Portal of the Govt. of India are also being forwarded by Department of Consumer Affairs to the Portal which are being looked into for advise, guidance, information expeditiously.

State Consumer Helpline

Department of Consumer Affairs has funded setting up and operationalisation of consumer helplines in various States. These State Consumer Helplines have been supported for a period of 5 years thereafter the State Governments are expected to run these helplines on their own. The necessary funds as under the scheme are disbursed to the State Government who are setting up the helplines under various models as per their respective policies of the State Governments. While some of the States have gone into subcontracting to involve NGOs/ VCOs and allowed to function in their own premises, some of the States have set up the helplines in their own premises and running the helplines using manpower hired on contract basis directly or through manpower hiring agencies. The monitoring of the helplines is the responsibilities of the respective State Government.

These consumer helplines are receiving calls from the consumers generally through toll free number. The other mode of communications available to the consumers to reach advisors of consumer helplines is through emails, letters, fax and personal visits. The facility is also made available to consumers to register their complaints directly on the website hosted at IIPA servers. These complaints are directed to the respective states from where the complaints originated.

While consumer helplines are working in 25 States, 16 States are on board with IIPA and using centralized IT platform and knowledge database.

States on board

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

The total number of States having signed Licence Agreement with IIPA to share IT Portal now stands at 23. During the quarter January to March 2016, the State of Gujarat has formally signed an agreement in addition to Chandigarh (UT).

The list of the States who have signed Licence Agreement with IIPA to share the centralized IT Portal is given below:

Sl. No.	State/ UT Name		
1	Andaman & Nicobar	13	Kerala
2	Andhra Pradesh	14	Manipur
3	Arunachal Pradesh	15	Mizoram
4	Bihar	16	Puducherry
5	Chandigarh (UT)	17	Punjab
6	Chhattisgarh	18	Rajasthan
7	Delhi	19	Tamil Nadu
8	Gujarat	20	Telangana
9	Haryana	21	Tripura
10	Himachal Pradesh	22	Uttar Pradesh
11	Jharkhand	23	West Bengal
12	Karnataka		

Even though the helplines are functioning in the States of Maharashtra, Madhya Pradesh and Odisha duly integrated with IT Portal but these States have not signed the agreement formally with IIPA to share IT Portal.

Similarly the States of Arunachal Pradesh, Kerala, Jharkhand, Andaman & Nicobar, Chhattisgarh and Karnataka despite having signed the Licence Agreement with IIPA are not reflecting any call registration data suggesting that either the helplines are not functioning in these States or might be using their own software. An intervention of Department of Consumer Affairs was sought vide letter No. IIPA/SCHKRMP/SCH/2015 dtd. 18/12/2015.

The seven States viz. Assam, Dadra, Nagar & Haveli, Daman & Diu, Lakshadweep, Meghalaya, Nagaland and Sikkim are yet to sign Licence Agreement with IIPA to share IT Portal. Department of Consumer Affairs was requested for an intervention vide letter No. IIPA/SCHKRMP/SCH/2015 dtd. 17/12/2015.

Statistical Report on Complaints/Calls received by State Consumer Helplines during Quarter January to March, 2016:

The State Consumer Helplines are receiving calls from the consumers through telephone normally toll free number as well as through other mode of communications 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 pertaining to the call received/ complaint registered is given below:

States Wise Call Report January-March 2016

Sl. No.	State Name	Jan	Feb	March
1	ANDAMAN AND NICOBAR	0	0	0
2	ANDHRA PRADESH	0	0	0
3	ARUNACHAL PRADESH	0	0	5
4	ASSAM	0	0	0
5	BIHAR	0	6	26
6	CHANDIGARH	0	0	0
7	CHATTISGARH	0	0	0
8	DADRA & NAGAR HAVELI	0	0	0
9	DAMAN & DIU	0	0	0
10	GOA	0	0	0
11	GUJARAT	1041	809	743
12	HARYANA	191	231	304
13	HIMACHAL PRADESH	0	0	0
14	JAMMU AND KASHMIR	1	0	1
15	JHARKHAND	0	0	4
16	KARNATAKA	1	1	1
17	KERALA	0	0	0
18	LAKSHADWEEP	0	0	0
19	MADHYA PRADESH	1	0	0
20	MAHARASHTRA	898	894	1041
21	MANIPUR	0	0	0
22	MEGHALAYA	0	0	0
23	MIZORAM	0	8	0

24	NAGALAND	0	0	0
25	NCT DELHI	2	0	2
26	ODISHA	384	407	482
27	PUDUCHERRY	587	390	380
28	PUNJAB	0	0	0
29	RAJASTHAN	638	649	511
30	SIKKIM	0	0	0
31	TAMIL NADU	676	390	148
32	TELANGANA	572	1245	1282
33	TRIPURA	5	3	5
34	UTTAR PRADESH	44	20	186
35	UTTRAKHAND	0	0	0
36	WEST BENGAL	1460	1229	796
	Total	6501	6282	5917

The States of Bihar, Himachal Pradesh, Madhya Pradesh and Uttar Pradesh have been running the helpline intermittently. Similarly Govt. of Punjab, Karnataka have not yet networked their helpline with IT Portal despite trainings imparted and having signed the Licence Agreement to share IT Portal for complaint registration and use of knowledge database. The sector wise list of calls received during the month of January to March 2016 is given below:

Sector Wise Calls Received

SECTOR WISE NUMBER OF CALLS (JAN- MARCH 2016)				
SI. No	SECTOR WISE NUMBER OF CALLS	JAN	FEB	MARCH
1	AADHAAR CARD	42	30	46
2	AIRLINES	7	5	3
3	BANKING	144	146	158
4	DOMESTIC APPLIANCES	189	192	209
5	EDUCATION	66	61	70
6	ELECTRICITY	77	77	77
7	INSURANCE	88	54	85
8	LEGAL METROLOGY	64	71	69

9	MEDICAL NEGLIGENCE	38	33	27
10	TELECOM	362	300	300
11	E COMMERCE	159	130	234
12	OTHERS	5128	5059	4557

Capacity Building of State Consumer Helplines

IIPA has been imparting training to the consumers and coordinators of State Consumer Helpline. It has imparted training to all the States other than the four States namely Dadra Nagar and Haveli, Jammu & Kashmir, Lakshadweep and Meghalaya who have not attended despite inviting for the nominations for the trainings. IIPA has conducted 9 training programme so far with a total participation of 261 personnel from 32 States/ UTs. In addition to the 9 training programme conducted so far at IIPA, New Delhi, the Portal has also extended hand- holding support at site to the helplines at Bihar, Delhi, Haryana, Himachal Pradesh, Punjab, Rajasthan and Uttar Pradesh. The next training programme has been planned from 7th to 9th June 2016 at IIPA, New Delhi.

An updated list of the details of the training programmes conducted so far is given in the next page.

Training Programme for Coordinators & Advisors of State Consumer Helpline

Sl. No.	Name of State	1st Training Programme (Training Schedule on 7-11 Feb, 2011)	2nd Training Programme (Training Schedule on 14-18 March, 2011)	3rd Training Programme (Training Schedule on 01-05, Aug, 2011)	4th Training Programme (Training Schedule on 23-27, April, 2012)	5th Training Programme (Training Schedule on 26-28, Feb, 2013)	6th Training Programme (Training Schedule on 04-06, Sep, 2013)	7th Training Programme (Training Schedule on 03-05, Feb, 2014)	8th Training Programme (Training Schedule on 17-19, Dec, 2014)	9th Training Programme (Training Schedule on 24-26, Aug, 2015)	Hand-Holding Support	Training
1	Andaman Nicobar					✓	✓					2
2	Andhra Pradesh	✓				✓						2
3	Arunachal Pradesh		✓							✓		2
4	Assam				✓							1
5	Bihar	✓	✓							✓	✓	3
6	Chandigarh										✓	1
7	Chattisgarh				✓	✓						2
8	Dadra Nagar Haveli											0
9	Daman & Diu					✓						1
10	Delhi							✓	✓	✓	✓	2
11	Goa					✓						1
12	Gujarat		✓					✓	✓	✓		2
13	Haryana	✓			✓		✓		✓	✓	✓	5
14	Himachal Pradesh			✓	✓			✓	✓	✓	✓	5
15	Jammu & Kashmir											0
16	Jharkhand				✓	✓						2
17	Karnataka		✓		✓	✓		✓	✓	✓		5
18	Kerala							✓	✓			1
19	Lakashadeep											0
20	Madhya Pradesh			✓								1
21	Maharashtra			✓			✓					2

22	Manipur					✓			✓	✓		2
23	Meghalaya											0
24	Mizoram			✓								1
25	Nagaland			✓								1
26	Orissa	✓										1
27	Puducherry				✓		✓		✓	✓		3
28	Punjab		✓			✓		✓	✓	✓	✓	4
29	Rajasthan			✓			✓		✓	✓	✓	4
30	Sikkim	✓	✓					✓	✓	✓		3
31	Tamilnadu				✓				✓	✓		3
32	Telangana				✓				✓	✓		2
33	Tripura				✓					✓		2
34	Uttar Pradesh	✓				✓		✓	✓	✓	✓	4
35	Uttarakhand								✓	✓		1
36	West Bengal	✓					✓			✓		3
	Total No. of Participants	27	18	20	22	24	22	17	18	15	78	261

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. However, the States who either do not have functioning helpline or is yet to be networked with IT Portal are not responding back to IIPA on these online complaints.

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 Complaint During 2016

Online Complaint During 1st Jan 2016 to 31st March 2016		
Sl.no	State Name	Complaint Received
1	ANDHRA PRADESH	0
2	ARUNACHAL PRADESH	5
3	ASSAM	0
4	CHATTISGARH	0
5	JHARKHAND	0
6	KARNATAKA	3
7	KERALA	0
8	NCT DELHI	4
9	PUNJAB	0
10	UTTRAKHAND	0
11	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 analyzed and used for our advocacy papers.

Sl.#	Poll Question	Expiry Date	Choice 1	Choice 2	Choice 3
1	Are you being charged service charges in restaurant and still paying tip to waiters	30-06-2015	Yes 8	No 8	Cant say 0
2	Do you feel telecom companies are activating value added services on your mobile without your consent	31-10-2015	Yes 181	No 17	Don't know 8
3	Do you feel telecom companies be allowed to auto renew value added service without explicit consent	28-08-2015	Yes 45	No 206	
4	Whether odd even scheme of Delhi Govt. could bring down the level of pollution in Delhi?	25-01-2016	Yes 3	No 1	Can't say 1

Complaints received at PG Portal

The Portal is also being forwarded with the complaints received at Public Grievance Portal run by Govt. of India. During the quarter January- March 2016, 334 complaints were forwarded to IT Portal from PG Portal. 265 complaints were disposed off with appropriate advise, guidance and information. The report as downloaded from PG Portal is given below:

Period: 1st January – 31st March 2016

Grievance source	Receipt during the period	Cases disposed of during the period	Closing balance as on 31/3/ 2016
DARPG	84	67	17
Local/ internet	132	101	31
Pension	1	0	1
PMO	112	92	20
President Secretariat	5	4	1
Total	334	265	70

Consmer Advocacy

Misleading advertisements:

The Portal has been raising complaints/ advocacies on misleading advertisement. These issues were being referred to Advertising Standard Council of India (ASCI) for appropriate corrective steps so that the readers do not get misled with the advertisements. Of-late the issues of misleading advertisements were referred on Gama Portal run by Department of Consumer Affairs.

The response on complaints raised to ASCI on misleading advertisement has not been encouraging / not meeting the expectations. Some of the cases were referred to Department of Consumer Affairs. The following complaints raised to ASCI have been not upheld.

Subject	Complaint Letter No./Date	Complaint against:-	Department
Dish TV India Ltd	Gama Portal on 29/01/2016	The company advertising on various TV channels specially sports. Set top box ka matlab Dish TV. It is wrong and misleading leading to wrongly educating viewers.	Advertising Standard Council of India
Dabur India Ltd.	Complaint no. 1512-c.1031 registered on Gama Portal on 14.01.2016	The advt as appeared in the times of India dtd. 28 th Dec 2015 claims clinically tested safe for diabetics. The company has not been able to substantiate the claims. A consumer on social media complained about the product stating blood sugar level going up after consuming the said product. The blood sugar gets to normal after stopping use of the product. The customer has also made complaint to the company and sought confirmation but the company after ack on 19.11.2015 has not respond to.	Advertising Standard Council of India
Dabur Chyawanparakash	Ref.No.IIPA/SCHKR MP/Dabur/2016 dated18-02-2016	Misleading advertisment of Dabur chyawanparakash in times of India dtd.28 12 2015- "safe for diabetics"	Advertising Standard Council of India

The decision of Advertising Standard Council of India on Dish TV is yet to be conveyed. ASCI has not found the advertisement of Dabur India about their product "Chayvanprakash" safe for diabetics as misleading. The Portal referred the matter to Department of Consumer Affairs vide letter No. IIPA/ SCHKRMP/Dabur/2016 dtd. 18/02/2016.

Sensodyne has also been advertising about their tooth paste in print and electronic media claiming 9 out of 10 doctors endorsing their product and Doctors shown on electronic media endorsing the use of their tooth paste. Endorsing of any product by Doctors is in violation of code of ethics for medical professionals. The advertisement by Sensodyne in Europe has been banned on the similar ground. ASCI have not taken the corrective action against the advertisement on the ground that the medical professionals are practising in UK. There are two issues viz. taking action against the medical professional and ban the advertisement. The 2nd part could have been taken immediately. However, the advertisements still continued to be aired on electronic media and also print media. The attention of Department of Consumer Affairs was again drawn vide last letter No. IIPA/ SCHKRMP/ Medical/ 2014-15 dtd. 08/03/2016.

Jaypee Hospital has been advertising through SMS soliciting business of kidney transplant offering a discounted price of Rs. 3.25 lacs as against regular price of Rs. 5.50 lakhs. Such offers are against the regulations of code of ethics for medical professionals/ institutions laid down by Medical Council of India.

Advocacies- Others

1. Dakshin Haryana Bijli Vitran Nigam (DHBVN), an electricity distribution company under Govt. of Haryana operating for southern region of Haryana has announced charging of Rs. 10/- for opting out for email bill in place of hard copy bill. At an outset, the charging of fee for mailing bills by email instead of delivering bill in hard copy at consumer's premises looks to be unfair and hence Govt. of Haryana through Haryana State Consumer Helpline was requested to take up issue with the concerned Electricity Distributors as well as Haryana Electricity Regulatory Commission. Food and Civil Supplies, Govt of Haryana has also drawn the attention of Department of Consumer Affairs.
2. Project Manager, SCHKRMP noticed unfair business practices fo DHBVN by raising electricity bills on average basis despite installation of meters on poles

outside the residential premises. Further analysis reflected charging of huge money from the consumers and using it for months. He himself had taken up his complaint with Consumer Grievance Redressal Forum (CGRF) wherein the excess amount of more than Rs. 8,800/- was charged and used for more than 6 months through such practices. While the amount has been adjusted now after 6 months, the complaint is still being contested with CGRF for charging of necessary penalties and interest as per provisions laid down in the Electricity Act 2003 and regulations of Haryana Electricity Regulatory Commission. Number of consumer have been narrating their experiences that even such amount being charged in some cases exceeds Rs. 1.00 Lakh or so. The attention of the Discom was drawn vide letter No. IIPA/SCHKRMP/DHBVN/2015-16 dtd. 13/01/2016, a copy of which was referred to Department of Consumer Affairs and Haryana Electricity Regulatory Commission.

3. Number of advocacy issues has been raised by the Portal and necessary intervention of Department of Consumer Affairs has been sought appropriately. Some of the issues pertain to charging of fee for ATM transactions, activation of value added services on mobiles without consent of the subscribers, charging of VAT on discounted MRP prices, unethical business practices of 100bestbuy.com etc. A list of such issues is given below for which appropriate intervention of Department of Consumer Affairs was sought vide letter No.. IIPA/SCHKRMP/advocacy/2016 dtd. 02/03/2016. A list of such issues is given in the next page.
4. The Portal brought out some of the fraudulent business practices through tele-calling/internet and sought appropriate intervention of Department of Consumer Affairs vide letter No. IIPA/SCHKRMP/ advocacy/2016 dtd. 03/03/2016.
5. Ola / Uber cabs have been adapting to unfair business practices in Bangalore wherein the passengers are being charged toll tax from the passengers for dropping the passengers at Bangalore Airport despite no such charges applicable. The issue was taken up with both cab operators during Feb/ March 2016. However, the operator continue to charge the toll tax which otherwise is not chargeable being not applicable. The issue was later taken up through Grahak Suvidha Kendra at Bangaore with Govt. of Karnataka and Addl. Commissioner of Police (Traffic).

SCHKRMP- ADVOCACY			
Sl. No.	Letter no. & Date	Complaint/Issue forwarded to	Subject reference
			Banking
1	IIPA/SCHKRMP/ATM/2014-15, 4/6/2014	DCA (JS)	Proposed move of IBA for withdrawl of free non-home bank ATM transactions- An anti consumer policy
2	IIPA/SCHKRMP/ATM/2014-15, 27-06-2014	DCA (JS)	Charging of replacement fee for defective ATM/Debit Cards by PSU/Pvt. Banks. Banks are charging annual maintenance fee for ATM and still charging fee for replacement of the defective cards which is an anti consumer policy.
3	IIPA/SCHKRMP/2014-15, 27/08/2014	DCA (JS)	RBI's anti-consumer move regarding usage of ATMs - Rationalisation of numbers of free transactions at own bank as well as other bank ATMs. Use of IT reduces the cost of manpower engaged in banking operation. Limitation of the transactions using IT is an anti consumer move.
4	IIPA/SCHKRMP/2014-15 dtd. 23/05/2014, dtd. 26/08/2014, 30/09/2014, IIPA/SCHKRMP/Banking SMS/2015, 19/06/2015	Addl. Sec., DCA	Alleged unethical banking practices in violation of RBI notification and directives of Ministry of Finance for irrational charging of SMS Alert Fee. RBI stipulated to charge SMS fee on actual usage basis but the banks are charging on a fixed charge basis irrespective of whether any transaction taking place or not.
			Telecom
5	IIPA/SCHKRMP/Telecom/2014-15, 9/9/2014	DCA (Director of Consumer Affairs)	Value Added Services - Allaged unethical trade practices of activation and renewal without seeking subscriber's consent - Anti-consumer practices by the Telecom Service Providers

6	IIPA/SCHKRMP/Telecom/2014-15, 30/09/2014-07/10/2014	Director, DCA	Value Added Services - Alleged unethical trade practices of activation and renewal without seeking subscriber's consent - Anti-consumer practices by the Telecom Service Providers
			MRP Advocacy
7	IIPA/SCHKRMP/2013-14, 17/04/2014	Department of Consumer Affairs	Charging of VAT on discounted prices offering discounts on MRP - Unethical Trade Practices and Misleading advertisements.
			Airport - Drinking Water
8	IIPA/SCHKRMP/2014-15, 27-05-2014	Department of Consumer Affairs (JS)	Inadequate user friendly drinking water facility at Terminal 3 Airport, Delhi
			100 Best Buy
9	IIPA/SCHKRMP/2014-15, 23/09/2014	DCA (JS)	Unethical and suspected fraudulent business practices by 100bestbuy.com. The issue was also taken up through Govt. of Karnataka.
			Advocacy on Restaurants
10	IIPA/SCHKRMP/2015,DT 17/04/2015	Department of Consumer Affairs (DS)	Comments on collectionm of "service charge" by the hotels and restaurants
11	IIPA/SCHKRMP/Rest./2015, 01/06/2015,	JS, DCA	Unethical charging of VAT, Service Charge and Services Taxes by the Restaurants. High Court of Uttarakhand has already adjudicated charging of VAT on 60% of the food bill. charging of vaThe restaurant are charging VAT on 100% of the food bill. Govt of Haryana has also taken up issue with DCA vide letter No. SCH-HRY-2015 dtd. 09/06/2015 wherein a restaurant has clubbed Service Charge with VAT to mislead the diner that the service charge is a statutory taxes.
12	IIPA/SCHKRMP/Rest./2015, 02/06/2015	Addl. Sec., DCA	Unethical charging of VAT, Service Charge and Services Taxes by the Restaurants
13	SCHKRMP/IIPA/TVC/2014-15, 19/08/2014	apnatax@harayanatax.com	Charging of unethical VAT and unethical buisness practices by restaurants Le- Chef , Faridabad
			EMI Free Car

14	IIPA/SCHKRMP/2014-15, 29/07/2014	Department of Consumer Affairs (JS)	EMI Free Car Pvt. Ltd. The company has been advertising misleading advertisement as the name suggest, the car is not emi free. Not only the misleading advertisement, the advertisement is also in violation of Motor Vehicle Act wherein the display of the advt is not allowed on the body of the personal vehicles.
15	IIPA/SCHKRMP/2014-15, 21/08/2014	Department of Consumer Affairs (JS)	Do
16	IIPA/SCHKRMP/2014-15, 28/08/2014	Department of Consumer Affairs (JS)/ Department of Information Technology/ Department of Telecom	EMI Free Car Pvt. Ltd. Requesting to block the website of the company as the company could not desist from the advertisement despite ASCI advise.
			Sensodyne Toothpaste
17	IIPA/SCHKRMP/Medical/2014-15, 08/10/2014	DCA (JS)	Against Dr. Niharika Gulati and (Sensodyne Toothpaste). No product can be endorsed by medical professional as laid down under Code of Ethics for medical professional by Medical Council of India
18	IIPA/SCHKRMP/Medical/2015-16, 06/05/2015	DCA	Sensodyne Toothpaste
			Others
19	IIPA/SCHKRMP/2013-15 22/04/2014	Aapka Roozgaar Services Pvt. Ltd.	Escalation of complaint received from Mr. Rajen Chowdhury pertaining to unethical business practices and refund of his money. FIR not registered despite DCA intervention.
20	SCHKRMP/IIPA/TVC/2014-15, 19/08/2014	Department of Consumer Affairs (JS)	Misleading advertisement by TVC Sky Shop for product "Shri Laxmi Kuber Dhan Varsha Yantra"
			Metro Heart Institut, Faridabad

21	IIPA/SCHKRMP/Medical/2015, 17/08/2015	JS, DCA	Unethical medical practices in violation of Code of Ethics for medical professional - Metro Heart Institute is a Multispecialty Hospital in Faridabad
			FRAUD CASES OF JEEVAN VIKAS YOJANA AND AERO PACKERS
22	IIPA/SCHKRMP/ FRAINDS/2015, DT. 21/08/2015 (sending on 13 october 2015)	Department of Consumer Affairs (JS)	Unethical and suspected fraudulent business practices by M/S Jeevan vikas yojana and m/s aero packer & movers
			Electricity
23	08-Jul-15	sectary.herc@nic.in	Electricity bill by emails/sms at the additional cost of Rs.10
24	04-Sep-15	DCA	Electricity bill by emails/sms at the additional cost of Rs.10
25	Ref. No. IIPA/SCHKRMP/DHBVN/2015-16 dtd. 13 january 2016	DHBVN, Department of consumer affairs and Harayana Electricity Commision	Complaint of Shri S.K Virmani r/o sector 37 Faridabad- 121003 for overcharging and alleged unethical business practices affecting all electricity consumers

Other activities

- A meeting was held with Govt. of Delhi, Dept. of Food and Consumer Affairs in Vikas Bhawan on 27 Jan 2016 in connection with setting up of State Consumer Helpline at Delhi.
- Project Manager, SCHKRMP and Project Director visited Chandigarh for a meeting with Chandigarh Administration on 4th February 2016 in connection with proposed setting up of a Consumer Helpline at Chandigarh (UT)
- One day training programme cum interactive session with advisors and coordinators of Haryana State Consumer Helpline on 5 Feb 2016
- Session on “Consumer Empowerment” in Two Days National Seminar on Consumer Protection : New Age Challenge held in National Law School, Dwarka on 19-20 Feb 2016
- Session on “Telecom and Consumer” in 90th Orientation Training Programme for the Presidents and Members of the District Consumer Forums held in IIPA on 25 Feb 2016
- Session on “Telecommunication and Consumer” in 9th training of trainers programme for heads and members of VCOs/ NGOs in consumer protection and welfare on 8 March 2016
- Session on “Group Report Presentation, Feedback & Valedictory Session” in 9th Training of Trainers Programme for Heads and Members of VCOs/ NGOs in Consumer Protection and Welfare on 11 March 2016
- Release of book titled “Financial Services and Consumers” written by Asst. Professor, CCS and Project Manager, SCHKRMP during workshop on “Antibiotics Off The Menu” on World Consumer Right Day held in Vigyan Bhawan on 22 March 2016

- Session on “Telecom and Consumer “in 91st Orientation Training Programme for the President and Members of District Forums held in IIPA on 29 march 2016

Knowledge Creation:

The IT Portal is being continuously updated with uploading of knowledge based database. Some of the recent updates have been on:

1. Acts and regulations of various services.
2. Sector wise FAQs – Real Estate, Drugs and Medicines, Atal Pension Yojna, National Population Register
3. Consumer advisories- Online shopping, standard performance benchmark for supply of electricity in various states,
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 (250 Nos) on consumer issues.

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