

## Overview of Portal Activities

### 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 is given below:

### States Wise Report 1 JULY 2014- 30 JUNE 2015

Sl.#	State Name	Call Received	Complaint Received	Intimated	Inprogress	Onhold	Discarded	Case Referred	Solved	Pending
1	ANDAMAN AND NICOBAR	0	0	0	0	0	0	0	0	0
2	ANDHRA PRADESH	220	219	0	0	0	0	0	0	219
3	ARUNACHAL PRADESH	1	1	0	0	0	0	0	0	1
4	ASSAM	33	33	0	0	0	0	0	0	33
5	BIHAR	678	113	0	0	0	0	0	6	107
6	CHANDIGARH	1	1	0	0	0	0	0	0	1
7	CHATTISGARH	40	29	0	0	0	0	0	0	29
8	DADRA & NAGAR HAVELI	3	3	0	0	0	0	0	0	3
9	DAMAN & DIU	0	0	0	0	0	0	0	0	0
10	GOA	7	7	0	0	0	0	0	0	7
11	GUJARAT	10687	1626	0	0	0	0	0	936	690
12	HARYANA	3331	1173	0	5	5	12	0	1004	157
13	HIMACHAL PRADESH	58	47	0	0	0	0	0	18	29
14	JAMMU AND KASHMIR	14	14	0	0	0	0	0	0	14
15	JHARKHAND	28	28	0	0	0	0	0	0	28
16	KARNATAKA	216	216	0	0	0	0	0	1	215
17	KERALA	41	41	0	0	0	0	0	0	41
18	LAKSHADWEEP	0	0	0	0	0	0	0	0	0
19	MADHYA PRADESH	690	140	0	0	0	0	0	66	74
20	MAHARASHTRA	13407	4669	0	0	0	0	0	21	4648
21	MANIPUR	2	2	0	0	0	0	0	0	2
22	MEGHALAYA	1	1	0	0	0	0	0	0	1
23	MIZORAM	389	383	0	0	0	0	0	383	0
24	NAGALAND	0	0	0	0	0	0	0	0	0
25	NCT DELHI	241	241	0	0	0	0	0	0	241
26	ODISHA	5393	539	0	1	0	0	0	252	287
27	PUDUCHERRY	1004	179	0	0	0	0	0	0	179
28	PUNJAB	75	75	0	0	0	0	0	0	75
29	RAJASTHAN	8027	4214	0	94	0	35	0	60	4119
30	SIKKIM	1	1	0	0	0	0	0	0	1
31	TAMIL NADU	75	75	0	0	0	0	0	1	74
32	TELANGANA	82	82	0	0	0	0	0	0	82
33	TRIPURA	2	2	0	0	0	0	0	0	2
34	UTTAR PRADESH	5010	308	0	0	0	0	0	0	308
35	UTTRAKHAND	34	34	0	0	0	0	0	0	34
36	WEST BENGAL	253	253	0	0	0	0	0	0	253
	<b>TOTAL</b>	<b>50044</b>	<b>14749</b>	<b>0</b>	<b>100</b>	<b>5</b>	<b>47</b>	<b>0</b>	<b>2748</b>	<b>11954</b>

**Sector Wise Calls Received 1 JULY 2014 – 30 JUNE 2015**

SR.NO.	SECTOR WISE NUMBER OF CALLS	JULY	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MARCH	APRIL	MAY	JUNE
1	AADHAR CARD	10	6	10	10	21	46	33	23	23	13	39	42
2	AIRLINES	9	6	6	12	6	7	7	5	1	4	1	6
3	BANKING	108	101	107	154	111	132	108	56	61	72	70	56
4	DOMESTICE APPLIANCES	195	194	179	156	177	146	128	71	78	103	142	109
5	EDUCATION	78	78	64	52	64	72	57	15	31	45	29	38
6	ELECTRICITY	77	87	58	324	123	115	106	79	98	74	74	60
7	INSURANCE	31	39	38	59	39	64	49	45	35	38	39	32
8	LEGAL METROLOGY	45	63	82	69	95	77	85	77	64	48	74	84
9	MEDICAL NEGLIGENCE	11	6	11	21	11	14	11	8	12	9	19	12
10	TELECOM	337	386	423	439	488	468	306	279	327	258	214	205
12	E-COMMERCE	87	105	145	270	322	136	140	75	92	102	71	69
13	OTHERS	2468	2430	2438	2374	2650	3344	2931	2588	2916	4567	2976	3199

**States on Board:**

BIHAR	GUJARAT
HARYANA	HIMACHAL PRADESH
MAHARASHTRA	MADHYA PRADESH
MIZORAM	ORISSA
PONDICHERRY	RAJASTHAN
TAMIL NADU	UTTAR PRADESH

**States with whom MoU have been signed to share IT Portal**

ARUNACHAL PRADESH	MANIPUR
KERALA	RAJASTHAN
TAMIL NADU	TRIPURA
TELANGANA	WEST BENGAL

With this, the total number of states who have signed MoU with IIPA to share IT Portal has become 19.

**Capacity Building of State Consumer Helplines**

IIPA has been imparting training to the consumers and coordinators of State Consumer Helpline. 8<sup>th</sup> training programme was conducted during 17-19 Dec 2014. The training programme was attended by the Sikkim, Chandigarh, Gujarat, Delhi, Himachal Pradesh, Uttar Pradesh and Karnataka.

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.

### **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.

<b>Online Complaint 1 July 2014 to 30 June 2015</b>		
<b>S.no</b>	<b>State Name</b>	<b>Complaint Received</b>
1	ANDHRA PRADESH	219
2	ASSAM	33
3	CHATTISGARH	29
4	JHARKHAND	28
5	KARNATAKA	216
6	KERALA	41
7	NCT DELHI	241
8	PUNJAB	75
9	UTTRAKHAND	34
10	WEST BENGAL	253
	<b>Total</b>	<b>1169</b>

### **Opinion Poll:**

The opinion poll 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.

#### **List of Opinion Polls in 1 JULY 2015 – 30 JUNE 2015**

<b>Sl.#</b>	<b>Poll Question</b>	<b>Expiry Date</b>	<b>Choice 1</b>	<b>Choice 2</b>	<b>Choice 3</b>
1	Are you being charged service charges in restaurant and still paying tip to waiters	30-06-15	Yes	No	Cant say
2	Do you face problems by auto renewal of value added services on your mobile without your consent?	25-09-14	Yes	No	Don't know
3	Do you feel telecom companies are activating value added services on your mobile without your consen	01-10-14	Yes	No	Don't know
4	Do you find title of an advertisement EMI Free Car a misleading if the buyer is required to pay EMI.	20-08-14	Yes	No	Can't Say
5	Express your opinion on how many non-subsidized cylinders were purchased by you during last 1 year	31-12-14	NIL	Yes, 1-2 cylinders	More than 2 cylinder
6	Govt. has reduced prices of non-subsidised gas cylinder by Rs.23/-. Will it affect general consumer?	02-07-14	Yes	No	Can't Say
7	Is the advt. misleading if the builder advertise a project site to be 20 minutes drive from point X.	05-02-15	Yes	No	Can't Say
8	Whether the consumers would like to have facility for filing online complaints in consumer courts?	02-12-14	Yes	No	Can't Say

**Advocacy with ASCI on misleading advertisements:**

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

Misleading Advertisements - Decision UPHELD			
Subject	Advertiser	Complaint No. & Date	Decision
<b>Chehra Pehchano Contest</b>	Chehra Pehchano (NBT 13/03/2015)	Complaint was made on DCA Website and Complaint ID is 3201536 on 20/03/2015	Complaint Upheld 27/05/2015

Subject	Complaint Letter No./Date	Complaint against:-	Department	Remarks	Decision
<b>EMI Free Car</b>	E-Mail, Dtd 21 May 2014	EMI Free Car Pvt. Ltd.	Advertising Standard Council of India		<b>27/08/2014</b>
	IIPA/SCHKRMP/2014-15, 29/07/2014	EMI Free Car Pvt. Ltd.	Department of Consumer Affairs (JS)		
	E-Mail, Dtd 31 July 2014	EMI Free Car Pvt. Ltd.	Advertising Standard Council of India		
	IIPA/SCHKRMP/2014-15, 21/08/2014	EMI Free Car Pvt. Ltd.	Department of Consumer Affairs (JS)		
	IIPA/SCHKRMP/2014-15, 25/08/2014	EMI Free Car Pvt. Ltd.	Department of Information Technology	To block domain name and facebook a/c	
	IIPA/SCHKRMP/2014-15, 25/08/2014	EMI Free Car Pvt. Ltd.	Department of Telecom (JS)	To block domain name and facebook a/c	
	IIPA/SCHKRMP/2014-15, 28/08/2014	EMI Free Car Pvt. Ltd.	Department of Consumer Affairs (JS)	To block domain name and facebook a/c	
<b>Unprofessional Medical Ethics</b>	SCHKRMP/IIPA/Medical/2014-15, 21/08/2014	Dr. Pauls	Advertising Standard Council of India		<b>Complaint has been UPHELD 14/10/2014</b>
	E-Mail, Dtd 25 August 2014	Richfeel Hair Forever (Times of India)	Advertising Standard Council of India		<b>Complaint has been UPHELD 14/10/2014</b>

	IIPA/SCHKRMP/Medicine/2014-15 08/10/2014	Daiveey Anusandhan Sansthan from ABP News	Advertising Standard Council of India		<b>Complaint has been Upheld on 23/11/2014</b>
	IIPA/SCHKRMP/Medical/2014-15, 06/11/2014 (through E-Mail)	Dr. A's Clinic titled "Award Winning Hair Transplants" (Times of India 06/11/2014)	Advertising Standard Council of India		<b>Complaint has been Upheld 17/12/2014</b>
	IIPA/SCHKRMP/Medical/2014-15, 07/11/2014 (through E-Mail)	Enhance Clinics (Times of India 06/11/2014)	Advertising Standard Council of India		<b>Complaint has been Upheld 24/12/2014</b>
	IIPA/SCHKRMP/2014-15, 12/11/2014	RG Stone Hospital (Times of India 09/11/2014)	Advertising Standard Council of India		<b>Complaint has been Upheld (17/12/2014)</b>
	IIPA/SCHKRMP/Medical/2014-15, 19/11/2014	Dr. Batra's (Times of India 15/11/2014)	Advertising Standard Council of India		<b>Complaint has been Upheld (03/12/2014)</b>
<b>Kuber Yantra</b>	SCHKRMP/IIPA/TVC/2014-15, 19/08/2014	TVC Sky Shop (Shri Laxmi Kuber Dhan Varsha Yantra)	Advertising Standard Council of India		<b>Complaint has been UPHELD 24/09/2014</b>
	SCHKRMP/IIPA/TVC/2014-15, 19/08/2014	TVC Sky Shop (Shri Laxmi Kuber Dhan Varsha Yantra)	Ministry of Information & Broadcasting	Ban on the advertisement	
	SCHKRMP/IIPA/TVC/2014-15, 19/08/2014	TVC Sky Shop (Shri Laxmi Kuber Dhan Varsha Yantra)	Department of Consumer Affairs (JS)	Ban on the advertisement	
<b>Zero Interest EMI</b>	IIPA/SCHKRMP/EMI/2014-15, 08/10/2014	1. Bajaj Finance 2. Mom & Me (08/10/2014)	Advertising Standard Council of India		<b>Mom &amp; Me (Complaint has been Upheld on 21/11/2014)</b>
	IIPA/SCHKRMP/EMI/2014-15, 21/10/2014	1. Nissan Group of India (NBT 21/10/2014) 2. Sansui (NBT 21/10/2014) 3. Reliance (NBT 21/10/2014)	Advertising Standard Council of India		<b>Reliance Digital (Complaint partially Upheld partially Not Upheld 16/12/2014)</b>

<b>Zero Interest EMI and Free Insurance</b>	IIPA/SCHKRMP/EMI/2014-15, 21/10/2014	Renault (NBT 21/10/2014)	Advertising Standard Council of India		<b>Complaint has been Upheld on 07/12/2014</b>
<b>DA Gems (India) Pvt. Ltd.</b>	IIPA,SCHKRMP/2014-15, 12/11/2014	Misleading Ad of DA Gems (India) Pvt. Ltd. (Nav Bharat Times 09/11/2014)	Advertising Standard Council of India		<b>Complaint has been Upheld 17/12/2014</b>

The advertiser would be required to publicize the main results in the media used to announce the competition as far as is practicable and advise the individual winners by post.

#### Activities in JULY 2014- JUNE 2015

- ✓ Session on **Telecom and Consumer** in “Six Week Customized Training Programme for Indian Telecommunication Service Probationers” at IIPA, New Delhi on 01.07.2014
- ✓ Session on **Consumer Empowerment through Helplines** in “Six Week Customized Training Programme for Indian Telecommunication Service Probationers” at IIPA, New Delhi on 01.07.2014
- ✓ Meeting on **Setting up of State Consumer Helpline in Himachal Pradesh on 10-11 July 2014**
- ✓ Session on **Telecom Services and Consumer** in “17<sup>th</sup> Training of Trainers Programme for the Faculty Members of Training Institutions on Consumer Protection and Consumer Welfare (July 14-18, 2014)” at IIPA, New Delhi on 17<sup>th</sup> July 2014
- ✓ **Air Force School**, Subroto Park, New Delhi invited to **Judge the Inter-school competition on Consumer Awareness** on 27<sup>th</sup> August 2014
- ✓ Meeting “**Stakeholders' Consultation**” in Bureau of Indian Standards, Bahadur Shah Zafar Marg, New Delhi on 2<sup>nd</sup> September 2014
- ✓ Attend Workshop on “**First National Level Meeting to protect the interest of Voluntary Consumer Activists (VCA) and Professional Consumer Advisors (PCA)**” in Jaipur on 7<sup>th</sup> September 2014
- ✓ Seminar/Workshop for the ILMs of Faridabad circle on 19.09.2014
- ✓ Three Days Training Programme for the Coordinators and Advisors of Himachal Pradesh State on Consumer Protection and Consumer Welfare during 24-26 September 2014 at Shimla, Himachal Pradesh
- ✓ Meeting on **Misleading Advertisement** under the chairmanship of Joint Secretary (CA) in Ministry of Consumer Affairs, Krishi Bhawan on 10<sup>th</sup> October 2014
- ✓ Meeting at Department of Consumer Affairs on the performance of NCH, SCH and CORE on 11<sup>th</sup> November 2014
- ✓ Seminar/Workshop by State Consumer Helpline, Haryana with the Inspectors, Legal Metrology, Rohtak circle at Rohtak on 14<sup>th</sup> November 2014
- ✓ Session on **Telecommunication and Consumer** in “8<sup>th</sup> Training of Trainers Programme for Heads and Members of VCOs/ NGOs in Consumer Protection and Welfare” at IIPA, New Delhi on 9<sup>th</sup> December 2014
- ✓ Session on **Overview of General Consumer Problems and Role of Advisors** in “8<sup>th</sup> Training Programme for the Coordinators and Advisors of State Consumer Helplines on Consumer Protection and consumer Welfare (December 17-19, 2014) on 17<sup>th</sup> December 2014
- ✓ Session on **Personal Skills Development: Communication & Advice (Customer Relationship)** in “8<sup>th</sup> Training Programme for the Coordinators and Advisors of State

Consumer Helplines on Consumer Protection and consumer Welfare (December 17-19, 2014) on 18<sup>th</sup> December 2014

- ✓ Session on **Telecom Services: Problems & Redressal** and **IT Portal Training and Practice Session** in “8<sup>th</sup> Training Programme for the Coordinators and Advisors of State Consumer Helplines on Consumer Protection and consumer Welfare (December 17-19, 2014) on 19<sup>th</sup> December 2014
- ✓ Meeting with National Institute of Smart Government (NISG) officials in Department of Consumer Affairs, New Delhi on 22<sup>th</sup> December 2014
- ✓ Session on Telecom and Consumer and Consumer Complaint Redressal: Role of NCH/SCH at 40<sup>th</sup> Advanced Professional Programme in Public Administration (2014-2015) in IIPA, New Delhi on 24<sup>th</sup> December 2014
- ✓ Session on “Telecom and Consumer” in Department of Science and Technology in IIPA on 12<sup>th</sup> January 2015
- ✓ Session on “Consumer Protection & Empowerment – An Overview” and “Insurance and Consumer” in Two days National Workshop on Consumer Protection and Empowerment in India held in Tamil Nadu on 12<sup>th</sup>-13<sup>th</sup> February 2015
- ✓ Meeting of the Sub Committee of Inter-Ministerial Monitoring Committee on Misleading Advertisements in Krishi Bhawan on 18<sup>th</sup> February 2015

### **Advocacy with other Institutions**

The portal has raised advocacy papers with

1. Telecom Regulatory Authority of India against activation of value added services and their auto-renewal without seeking the subscriber’s consent. Intervention of Department of Consumer Affairs has also been sought.
2. Department of Consumer Affairs, State Governments and Department of Trade and Taxes against illegal trade practices of charging VAT on discounted prices by the retailers. The portal in association with Haryana State Consumer Helpline organized two workshops in the District of Faridabad and Rohtak with involvement of Controllers of Legal Metrology. Subsequent to the workshop, Department of Legal Metrology, Haryana has booked 17 cases out of which 10 cases have been compounded for which an amount of Rs. 54,000/- have been charged from the retailers violating Legal Metrology (Packaged Commodity Rules)
3. Reserve Bank of India: The Portal has submitted its memorandum to Reserve Bank of India against IBA move to restrict the free ATM Transactions to 4 and 3 in the cases of transactions at own bank and other bank ATMs. However, Reserve Bank of India had gone ahead with the IAB move of restricting free ATMs without considering the points raised by Portal.
4. Reserve Bank of India: RBI was requested to intervene in the banking practices of charging fee for replacement of defective ATM/Debit Cards
5. Reserve Bank of India against unfair trade practices of the Banks towards charging of SMS alert fee from Banking consumers in violation of RBI notification No. RBI/2013-14/381 DBOD No. Dir.BC.67/13.10.00/2013/14 dtd. 26/11/2013. With the intervention of Department of Consumer Affairs, Govt. of India, Ministry of Finance issued directives to all Banks vide letter no. F. No. 7/72/2014-BOA dtd. 14/08/2014 to implement RBI orders and submit Action Taken Report within 30 days. However, this is yet to be implemented by the Banks and Banks continue to violate the directives of RBI and Ministry of Finance. UCO Bank is the exception which has been charging SMS Alert Fee to the consumers adhering to RBI directives. It is estimated that such unfair trade practices by the banking industry could be to the tune of around Rs. 3,000 crores or so.
6. Ministry of Information and Broadcasting: To ban airing of advertisement of “Shri Laxmi Kuber Dhan Versha Yantra” being advertise by TVC Skyshop.
7. Department of Telecom and Department of Information Technology: To Block domain name of [www.emifreecar.com](http://www.emifreecar.com).
8. Department Of Consumers Affairs based on the above advocacy papers, Department Of Consumer Affairs has been requested to intervene in :

- a. Blocking of Domain Name of “emifreecar” as it continued to be doing unfair business by misleading the consumers.
  - b. Stoppage of advertisement of “Sensodyne Toothpaste” as it continues to violate Code of Ethics for Medical Professional.
  - c. Reserve Bank Of India for limitless free ATM transactions at own bank ATMs and recovery/refund of unfair business of estimated Rs 3,000 Crores on account of SMS alert fee or transferred the same to Consumer Welfare Funds.
  - d. Release of advertisement regarding illegal charging of VAT by the retailer on discounted MRP.
9. Based on the complaint escalated by the portal, Department of Consumer Affairs have advised Delhi Police to register FIR against “Aapka Roojgar” which have been practising the business of duping public with promise of job.
  10. Dr. Batra’s, Richfeel Tricology Center, Emifreecar and TVC skyshop advertisers are continuously resorting to the practice of misleading advertisement. Similarly the advertisement having claims of “Zero Percent EMI” and “Free Insurance” are not been seen as objectionable by ASCI. Real Estate have started advertising the project sites to be “....minutes or hours drives from point ....” And some of the advertisement even does not provide the detail of the address of the sites or corporate office.
  11. Department of Consumer Affairs: We sent some comments on collection of Service Charge by hotels and restaurants.
  12. Air India: A complaint regarding non-availability of facility for cancellation/rescheduling of tickets booked by the passengers on Air India online system. The issue was taken up with Air India, DGCA and Department of Consumer Affairs. Air India has now made the provision on their website to allow the passengers for cancellation/rescheduling of tickets booked online on Air India website
  13. Based on the complaint escalated by the Portal, FlyDubai agreed to refund the money to the complainant.
  14. Portal has made a complaint of Britannia Good Day Biscuit in violation of Legal Metrology (Packaged Commodities), Rules 2011. The matter was referred to the Department of Consumer Affairs and Food Safety and Standards Authority of India.
  15. Portal has also raised an issue regarding the Electricity Bill by emails/SMS at the additional cost of Rs. 10/- with Haryana State Consumer Helpline with Haryana State Electricity Regulatory Commission. Haryana State Electricity Regulatory Commission has looked into the matter and referred the matter to the Department of Consumer Affairs for appropriate action.
  16. The issue regarding the change in IVR system in booking for LPG refill resulting in giving up subsidy was referred to the Department of Consumer Affairs.
  17. The Portal has raised an issue on the unethical medical practices against an advertisement of Metro Heart Institute with Multispecialty, Faridabad and the issue was referred to the Department of Consumer Affairs, Haryana Medical Council and Medical Council of India.
  18. Portal has raised an issue on Excess charging of service tax on take away order at restaurants. In this regard, the matter was brought to the notice to Haryana State Consumer Helpline
  19. The issue on Non-providing of essential details as per Legal Metrology (Packaged Commodities Rules) on your Cura Ras packing was referred to Department of Weights & Measures, Lucknow (UP)

### **Knowledge Creation:**

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

1. Citation of 44 judgements on sector wise consumer issues.
2. Acts and regulations of various services.
3. Sector wise FAQs (995 Nos)
4. Consumer advisories.
5. Quarterly Newsletter “Consumer Connect”
6. Monthly “Consumer Bulletin”
7. FOPs and the benchmark of services wherever specified
8. Contact details of service providers



9. Newspaper Reports (1300 Nos) on consumer issues.

Integration of SCH, NCH and Core

An Idea to integrate all three projects viz, SCH, NCH and Core supported by Department Of Consumer Affairs was conceived and the steps taken in such directions. Department of Consumer affairs held joint meetings on 23.07.2014. Subsequently a team led by Prof. Suresh Misra and Shree G.N. Sreekumaran and Shri S.K. Virmani visited Department Of Information and Technology on 13.08.2014, and briefed Jt. Secretary on the proposed move of integration of all the three projects of DCA. The process of integration of further pursued in the meetings held at Department of Consumer Affairs on 11.11.2014, and 22.12.2014. Subsequently the officials from National Institute of Smart Governance visited the portal on 09.01.2015 to study on the existing process being followed in consumer empowerment.