



**State Consumer Helpline
Knowledge Resource Management Portal
[Project Supported by Department of Consumer Affairs, Govt. of India]**

STATISTICAL REPORT (APRIL 2017)

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Statistical Report of Portal

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 and 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.

The IT application and knowledge data bases are hosted on the servers at IIPA. The State Consumer Helplines have been given access to use the IT platform and knowledge data base to register the calls/complaints being received by them and provide advice, guidance and information to the callers. The State Governments are mandated to sign the licence agreement with IIPA before getting an access to use the software and knowledge data base. The consumer advisors and coordinators are also provided with the soft skills through various training programmes being organized at IIPA in addition to hold support at their site wherever it is desired by the state governments. 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.

State Consumer Helpline

Department of Consumer Affairs has funded the setting up of consumer helplines in various States. These State Consumer Helplines are financially 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 spent by Department of Consumer Affairs to the State Government 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 are running the helplines using manpower hired on contract basis directly or

through manpower hiring agencies. The functioning of the helplines is the responsibilities of the respective State Government.

The consumer helplines are receiving calls from the consumers normally through toll free number. The other mode of communications available to the consumers to reach the consumer helplines is through emails, letters, fax and personal visits. The facility is also 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 are originated.

While consumer helplines are working in 26 States, consumer helplines of 18 States are using the common IT platform for registering the calls and using knowledge database. Currently 18 States are now on board with IIPA using centralized IT platform and knowledge database.

States on board

| | | | |
|----|------------------|----|---------------|
| 1 | Andhra Pradesh | 2 | Bihar |
| 3 | Gujarat | 4 | Haryana |
| 5 | Himachal Pradesh | 6 | Jharkhand |
| 7 | Madhya Pradesh | 8 | Maharashtra |
| 9 | Mizoram | 10 | Orissa |
| 11 | Puducherry | 12 | Rajasthan |
| 13 | Tamil Nadu | 14 | Telangana |
| 15 | Tripura | 16 | Uttar Pradesh |
| 17 | West Bengal | 18 | Uttarakhand |

The total number of States having Licence Agreement with IIPA to share IT Portal stands at 24.

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 | Madhya Pradesh |
| 3 | Arunachal Pradesh | 15 | Manipur |
| 4 | Bihar | 16 | Mizoram |
| 5 | Chandigarh (UT) | 17 | Puducherry |

| | | | |
|----|------------------|----|---------------|
| 6 | Chhattisgarh | 18 | Punjab |
| 7 | Delhi | 19 | Rajasthan |
| 8 | Gujarat | 20 | Tamil Nadu |
| 9 | Haryana | 21 | Telangana |
| 10 | Himachal Pradesh | 22 | Tripura |
| 11 | Jharkhand | 23 | Uttar Pradesh |
| 12 | Karnataka | 24 | West Bengal |

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

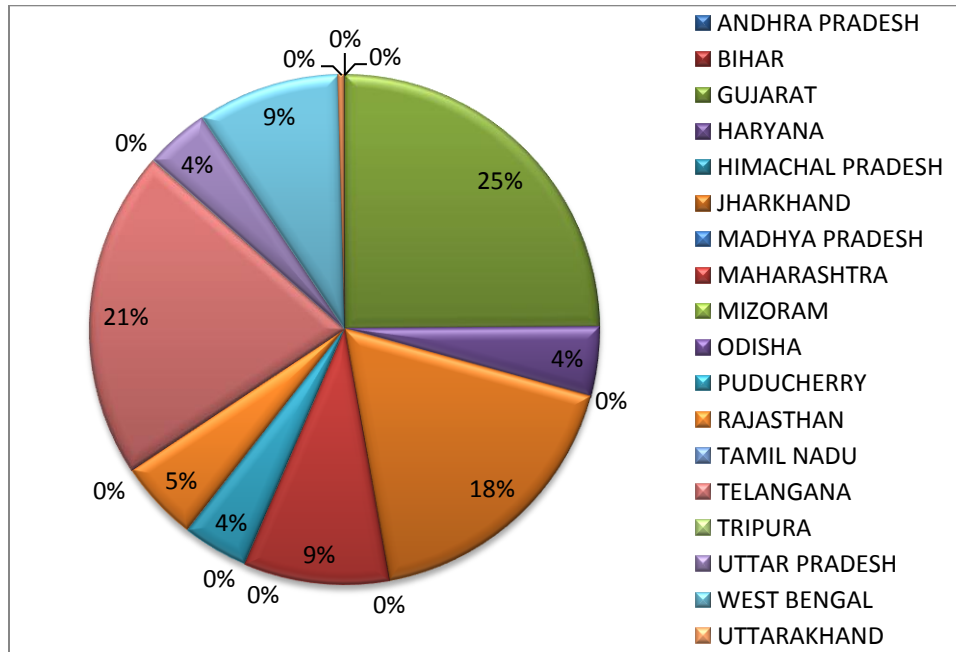
Statistical Report on Complaints/Calls received by SCHs:

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 during the month of April 2017 is given:

States Wise Calls Report: April 2017

| SL. NO. | STATE NAME | APRIL |
|----------------|-------------------|--------------|
| 1 | ANDHRA PRADESH | 0 |
| 2 | BIHAR | 0 |
| 3 | GUJARAT | 1307 |
| 4 | HARYANA | 230 |
| 5 | HIMACHAL PRADESH | 0 |
| 6 | JHARKHAND | 942 |
| 7 | MADHYA PRADESH | 0 |
| 8 | MAHARASHTRA | 484 |
| 9 | MIZORAM | 0 |
| 10 | ODISHA | 0 |
| 11 | PUDUCHERRY | 218 |
| 12 | RAJASTHAN | 270 |
| 13 | TAMIL NADU | 0 |

| | | |
|----|---------------|------|
| 14 | TELANGANA | 1092 |
| 15 | TRIPURA | 2 |
| 16 | UTTAR PRADESH | 213 |
| 17 | WEST BENGAL | 475 |
| 18 | UTTARAKHAND | 20 |



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 imparting training to staff at IIPA 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 April 2017 is given below:

Sector Wise Calls Received (April 2017)

| S. No. | INDUSTRY NAME | APRIL |
|---------------|----------------------------|--------------|
| 1 | AADHAAR CARD | 21 |
| 2 | ADVERTISEMENT | 10 |
| 3 | AIRLINES | 9 |
| 4 | AUTOMOBILE | 49 |
| 5 | BANKING | 146 |
| 6 | DOMESTIC APPLIANCES | 215 |
| 7 | E COMMERCE | 95 |
| 8 | EDUCATION | 57 |
| 9 | ELECTRICITY | 123 |
| 10 | FINANCE | 38 |
| 11 | FOOD AND BEVERAGES | 22 |
| 12 | FOOD AND SUPPLY | 69 |
| 13 | GAS LPG | 70 |
| 14 | INSURANCE | 53 |
| 15 | MEDICAL NEGLIGENCE | 13 |
| 16 | PETROLEUM LPG PNG CNG | 72 |
| 17 | POSTAL | 31 |
| 18 | PUBLIC DISTRIBUTION SYSTEM | 1515 |
| 19 | RAILWAYS | 8 |
| 20 | REAL ESTATE | 83 |
| 21 | TELECOM | 167 |
| 22 | TOURISM | 15 |
| 23 | TRANSPORT | 10 |
| 24 | OTHERS | 2292 |

