



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

STATISTICAL REPORT (MAY 2017)

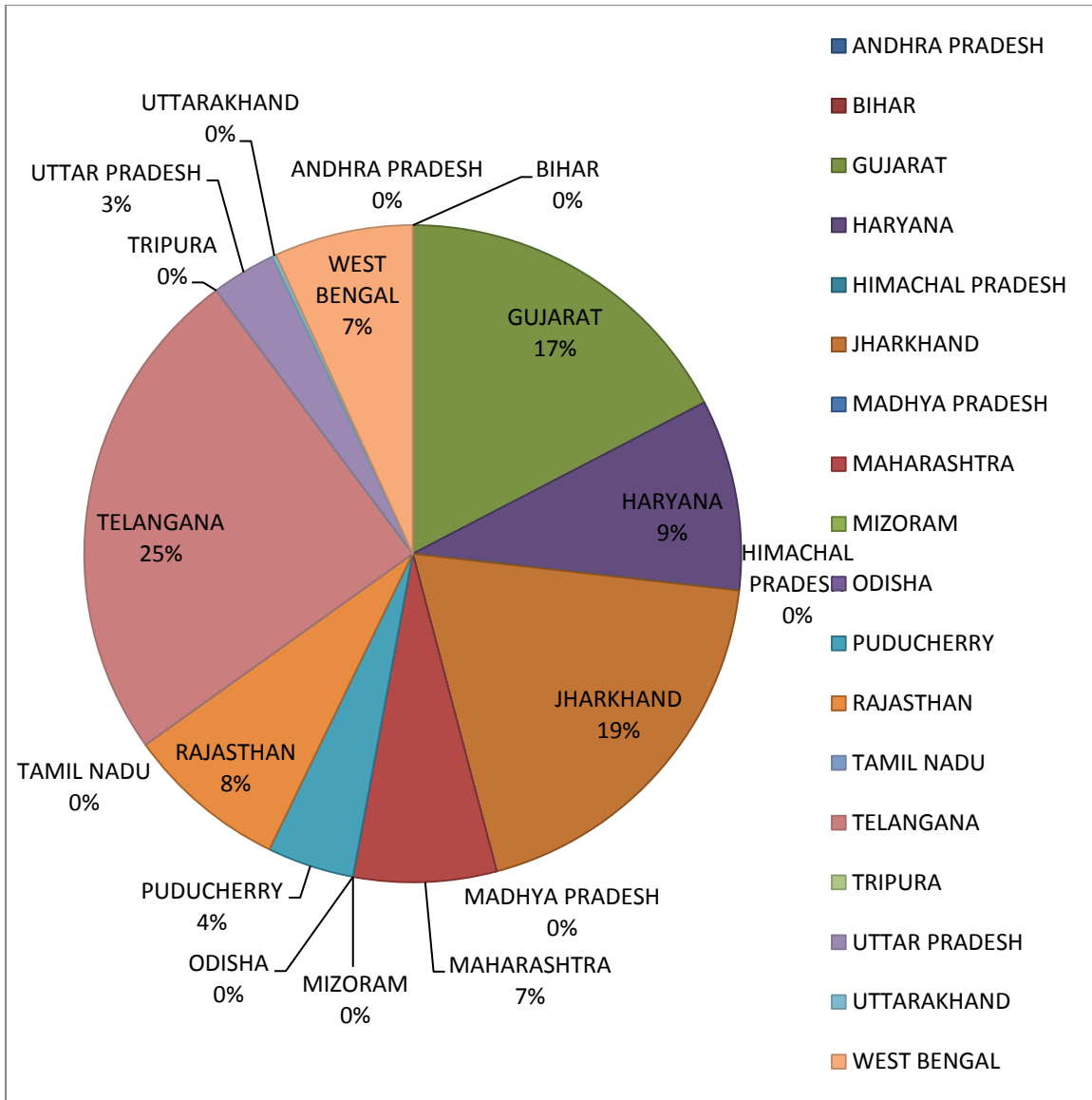
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Statistical Report on Complaints/Calls received by SCHs

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 May 2017 is given:

States Wise Calls Report: May 2017

SL. NO.	STATE NAME	May
1	ANDHRA PRADESH	0
2	BIHAR	0
3	GUJARAT	1209
4	HARYANA	654
5	HIMACHAL PRADESH	0
6	JHARKHAND	1328
7	MADHYA PRADESH	0
8	MAHARASHTRA	489
9	MIZORAM	0
10	ODISHA	0
11	PUDUCHERRY	297
12	RAJASTHAN	552
13	TAMIL NADU	0
14	TELANGANA	1715
15	TRIPURA	0
16	UTTAR PRADESH	221
17	UTTARAKHAND	14
18	WEST BENGAL	475



The States of Bihar, Himachal Pradesh, Madhya Pradesh, Mizoram, Odisha, Tamil Nadu 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 May 2017 is given below:

Sector Wise Calls Received (May 2017)

SL.NO.	INDUSTRY NAME	May'17
1	AADHAAR CARD	6
2	ADVERTISEMENT	4
3	AIRLINES	13
4	AUTOMOBILE	49
5	BANKING	133
6	DOMESTIC APPLIANCES	188
7	E COMMERCE	132
8	EDUCATION	42
9	ELECTRICITY	83
10	FINANCE	53
11	FOOD AND BEVERAGES	34
12	FOOD AND SUPPLY	146
13	GAS LPG	69
14	INSURANCE	67
15	MEDICAL NEGLIGENCE	15
16	PETROLEUM LPG PNG CNG	191
17	POSTAL	33
18	PUBLIC DISTRIBUTION SYSTEM	2348
19	RAILWAYS	11
20	REAL ESTATE	105
21	TELECOM	172
22	TOURISM	17
23	TRANSPORT	23
24	OTHERS	2797

May'17

