



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

STATISTICAL REPORT (NOVEMBER 2017)

**CENTRE FOR CONSUMER STUDIES
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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 November 2017 is given:

States Wise Calls Report: November 2017

Si.No	State Name	Call Received November'17	Cumulative Calls (January- November 2017)
1	ANDHRA PRADESH	4	5
2	BIHAR	2	5
3	GUJARAT	853	12898
4	HARYANA	500	4766
5	HIMACHAL PRADESH	1	1
6	JHARKHAND	1402	15418
7	MADHYA PRADESH	8	9
8	MAHARASHTRA	483	6140
9	MIZORAM	0	0
10	ODISHA	1	2
11	PUDUCHERRY	0	1971
12	RAJASTHAN	20	4363
13	TAMIL NADU	4	10
14	TELANGANA	1358	13216
15	TRIPURA	4	18
16	UTTAR PRADESH	183	1820
17	UTTRAKHAND	4	113
18	WEST BENGAL	807	7183
TOTAL		5634	67938

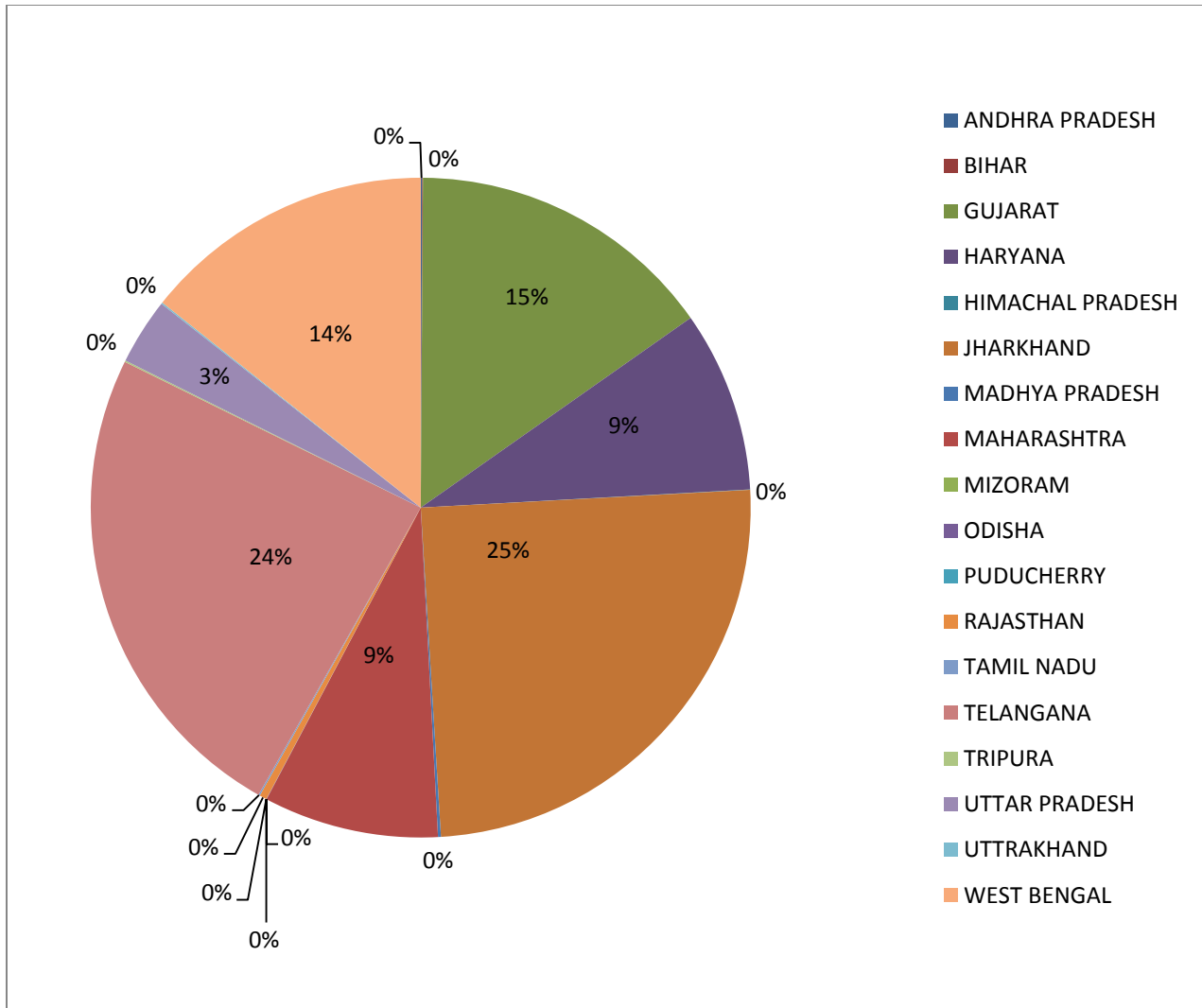


Figure 1 : States Wise Calls Report- November 2017

The States of Bihar, Himachal Pradesh, Madhya Pradesh, Mizoram, Odisha, Tamil Nadu and Uttar Pradesh have been running the helpline intermittently. The consumer helpline at Puducherry was facing problem in its operationalization due to non-release of grant by the State Govt. since March 2016 and therefore it has stopped functioning. Similarly, the existing VCO running Consumer Helpline at Rajasthan has indicated its non-functioning as State Govt. is considering restructuring and awarding of contract for functioning of Consumer Helpline. Government of Punjab, Karnataka, Andhra Pradesh and Tamilnadu have either not initiated setting up of the helpline or not yet networked their helpline with IT Portal despite imparting training to their 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 November 2017 is given below:

Sector Wise Calls Received (November 2017)

Industry Name	Calls Received November '17	Calls Received October'17
PUBLIC DISTRIBUTION SYSTEM	1974	1833
NATIONAL FOOD SECURITY ACT	846	813
DOMESTIC APPLIANCES	193	147
TELECOM	141	98
FOOD AND SUPPLY	111	130
E COMMERCE	108	143
GAS LPG	107	106
BANKING	93	158
REAL ESTATE	76	75
INSURANCE	75	62
LEGAL METROLOGY	68	51
AUTOMOBILE	51	63
ELECTRICITY	50	30
FINANCE	47	50
PETROLEUM LPG, PNG ,CNG	34	37
BROADCASTING AND CABLE SERVICES	26	21
EDUCATION	22	28
POSTAL	19	19
MEDICAL NEGLIGENCE	18	8
TOURISM	17	13
FOOD AND BEVERAGES	15	15
TRANSPORT	10	12
AADHAAR CARD	10	4
AIRLINES	4	4
RAILWAYS	1	2
OTHERS	375	456

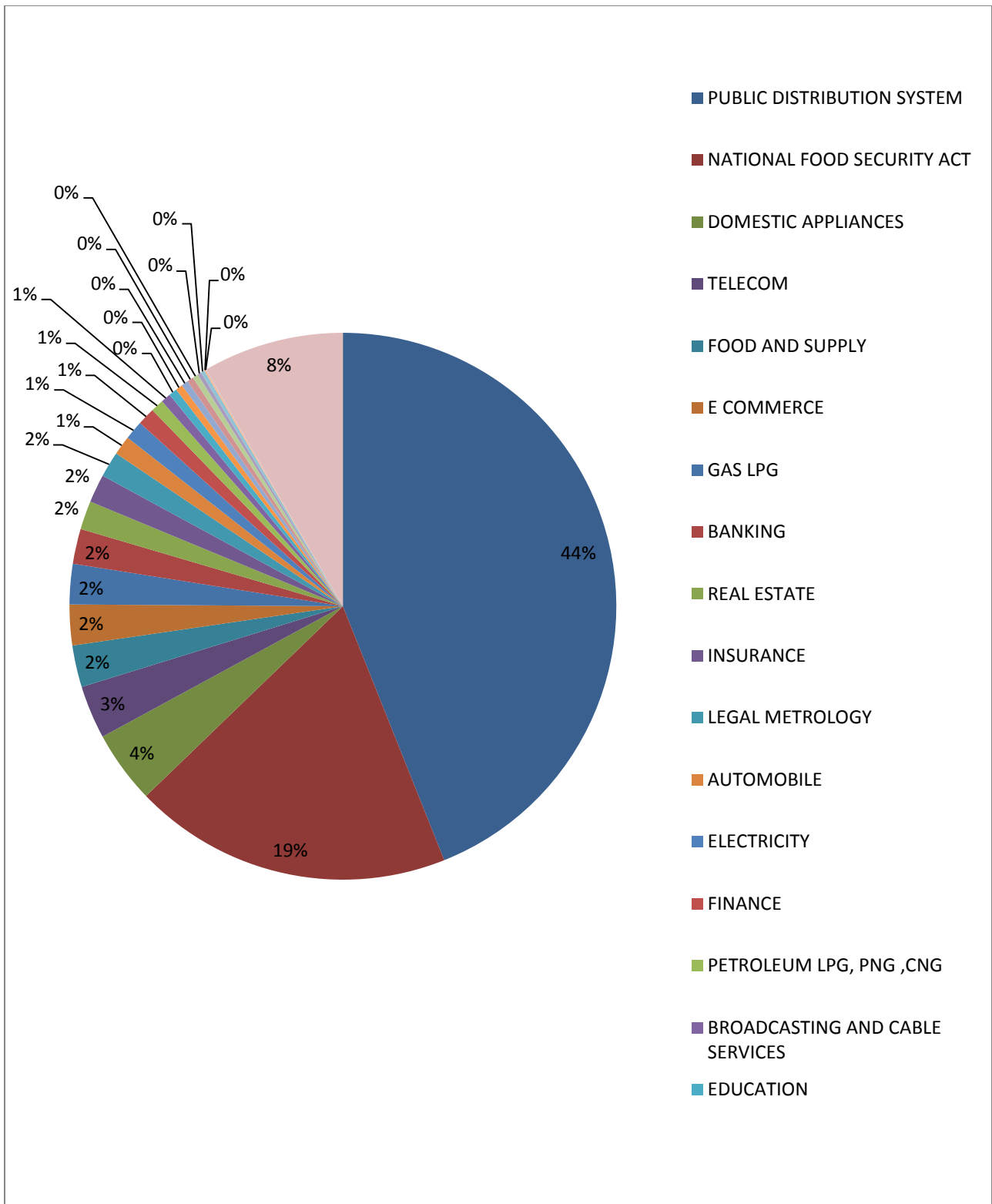


Figure 2 : Sector Wise Calls Received - November 2017

Top 4 sector Frequent Occurring Problems (Fop) Calls/Complaints November 2017

1. Telecom

Frequent Occurring Problems wise Calls/Complaints of Telecom	
Frequent Occurring Problems	No. of calls
ACTIVATION OF VALUE ADDED SERVICES VAS WITHOUT EXPLICIT CONSENT OF THE CONSUMER	8
BALANCE DEDUCTION WITHOUT ANY REASON	7
BILLING COMPLAINTS OVERCHARGING	5
BROADBAND SLOW SPEED	7
DISCONNECTION OF SERVICE WITHOUT INTIMATION	14
FRAUD AND CHEATING	10
NETWORK PROBLEM	18
NON REFUND OF DUES SECURITY DEPOSITS TO CONSUMERS	4
PROBLEM IN PORTING OF NUMBER	3
OTHERS	117
Total	193

2. E- Commerce

Frequent Occurring Problems wise Calls/Complaints of E- Commerce	
Frequent Occurring Problems	No. of calls
COMPLAINTS NOT BEING ATTENDED	4
FRAUD AND CHEATING	35
NO REFUND RECEIVED DESPITE CANCELLATION OF ORDER	7
NOT PROVIDED PUBLISHED PROMISED SCHEMES GIFTS	3
NOT REPLACING PRODUCT HAVING MANUFACTURING DEFECT	12
PAYMENT DEBITED BUT ORDER NOT GENERATED	4
PRODUCT SERVICE NOT MEETING SPECIFICATION AS ORDERED	6
OTHERS	40
Total	111

3. Food Security & Public Distribution System

Frequent Occurring Problems wise Calls/Complaints of Food Security & Public Distribution System (PDS)	
Frequent Occurring Problems	No. of calls
APPLIED FOR FSC CARD BUT NOT GETTING FSC CARD	142
COMPLAINT AGAINST SALESMAN	78
COMPLAINT RELATED TO COMMODITY	112
DELAY IN ISSUE OF NEW RATION CARD	89
DELAY IN MAKING MODIFICATION IN THE RATION CARD FOR PUBLIC DISTRIBUTION SYSTEM RELATED	47
GENERAL ENQUIRY	904
HOW TO MAKE NEW RATION CARD	223
OVERCHARGING	138
RATION CARD CANCELLED WITH OUT NOTICE	73
THE DEALER IS FORCING TO BUY NON PDS ITEMS.	8
THE DEALER IS NOT ISSUING ANY RATION	15
THE DEALER IS NOT OPENING THE SHOP REGULARLY	5
OTHERS	986
Total	2820

4. Domestic Appliances

Frequent Occurring Problems wise Calls/Complaints of Domestic Appliances	
Frequent Occurring Problems	No. of Calls
CHARGING FOR REPAIR UNDER WARRANTY PERIOD	7
DEALER OR COMPANY NOT ISSUING BILLS OR WARRANTY CARDS	1
NO AFTER SALE SERVICE UNDER ANNUAL MAINTENANCE CONTRACT AMC	18
NOT REPLACING PRODUCT HAVING MANUFACTURING DEFECT	18
POOR AFTER SALE SERVICE AND DELAY IN ATTENDING TO COMPLAINTS	2
PRODUCT NOT GIVING PERFORMANCE AS CLAIMED	1
PRODUCT NOT REPAIRED UNDER WARRANTY	7
PRODUCT NOT REPLACING THE ITEM FOUND NONFUNCTIONAL OR DEAD ON ARRIVAL OR DELIVERY	6
PRODUCT PERSISTING SAME PROBLEM EVEN AFTER REPAIRING	3
PRODUCT UNSATISFACTORY REDRESSAL	4
WASHING MACHINE NOT WORKING PROPERLY	2
OTHERS	22
Total	91