



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

STATISTICAL REPORT (JUNE 2017)

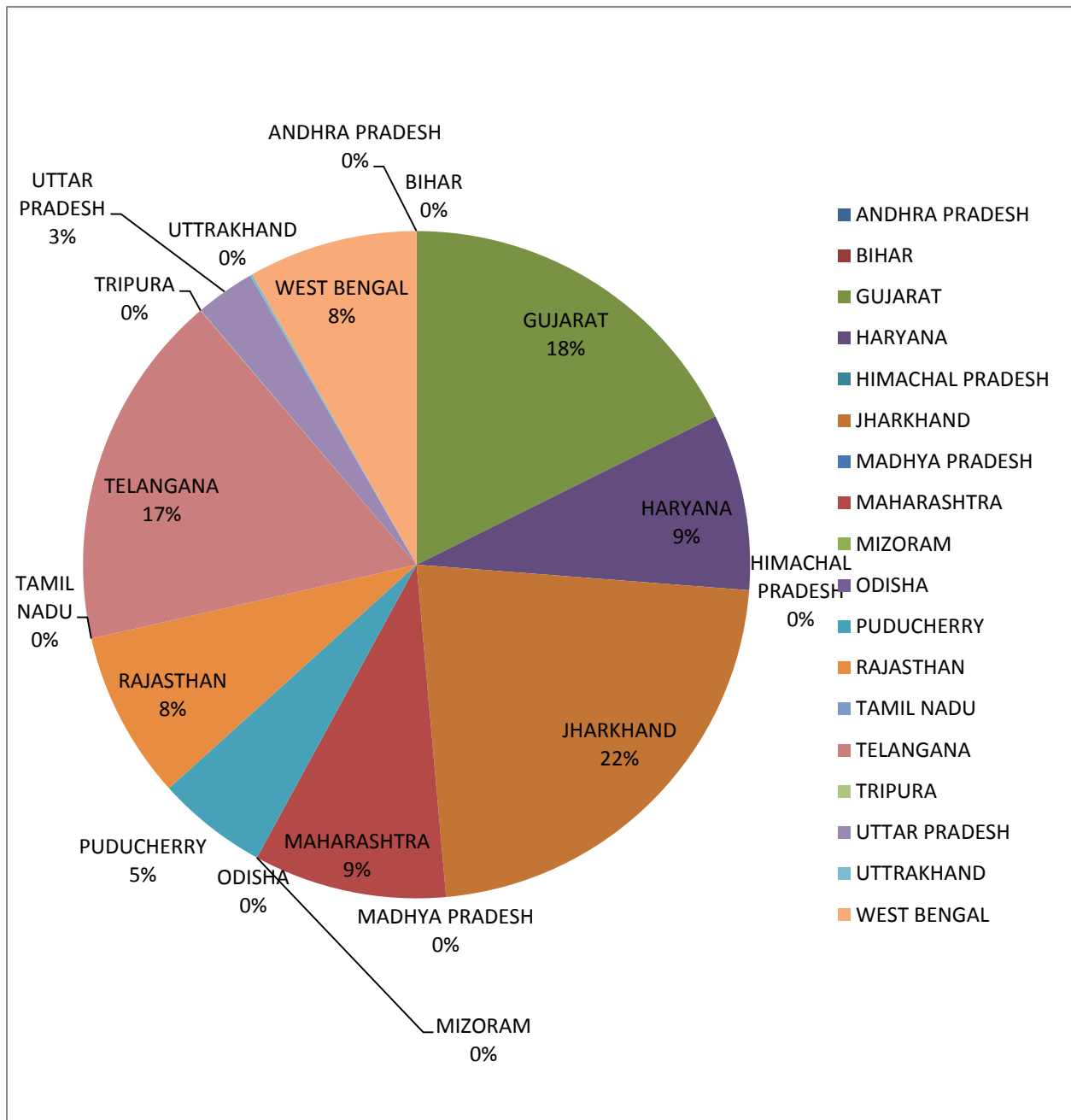
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Statistical Report on Complaints/Calls received by SCHs

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 June 2017 is given:

States Wise Calls Report: June 2017

S.No	State Name	Call Received
1	ANDHRA PRADESH	0
2	BIHAR	0
3	GUJARAT	1082
4	HARYANA	524
5	HIMACHAL PRADESH	0
6	JHARKHAND	1370
7	MADHYA PRADESH	0
8	MAHARASHTRA	573
9	MIZORAM	0
10	ODISHA	0
11	PUDUCHERRY	329
12	RAJASTHAN	498
13	TAMIL NADU	0
14	TELANGANA	1062
15	TRIPURA	1
16	UTTAR PRADESH	177
17	UTTRAKHAND	7
18	WEST BENGAL	502



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 June 2017 is given below:

Sector Wise Calls Received (June 2017)

S.No	Industry Name	Calls Received
1	AADHAAR CARD	27
2	ADVERTISEMENT	5
3	AIRLINES	9
4	AUTOMOBILE	48
5	BANKING	122
6	DOMESTIC APPLIANCES	193
7	E COMMERCE	128
8	EDUCATION	41
9	ELECTRICITY	82
10	FINANCE	30
11	FOOD AND BEVERAGES	20
12	FOOD AND SUPPLY	118
13	GAS LPG	84
14	INSURANCE	55
15	MEDICAL NEGLIGENCE	16
16	PETROLEUM LPG PNG CNG	74
17	POSTAL	24
18	PUBLIC DISTRIBUTION SYSTEM	2309
19	RAILWAYS	4
20	REAL ESTATE	64
21	TELECOM	190
22	TOURISM	18
23	TRANSPORT	16
24	OTHERS	2284

