



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

STATISTICAL REPORT (OCTOBER 2017)

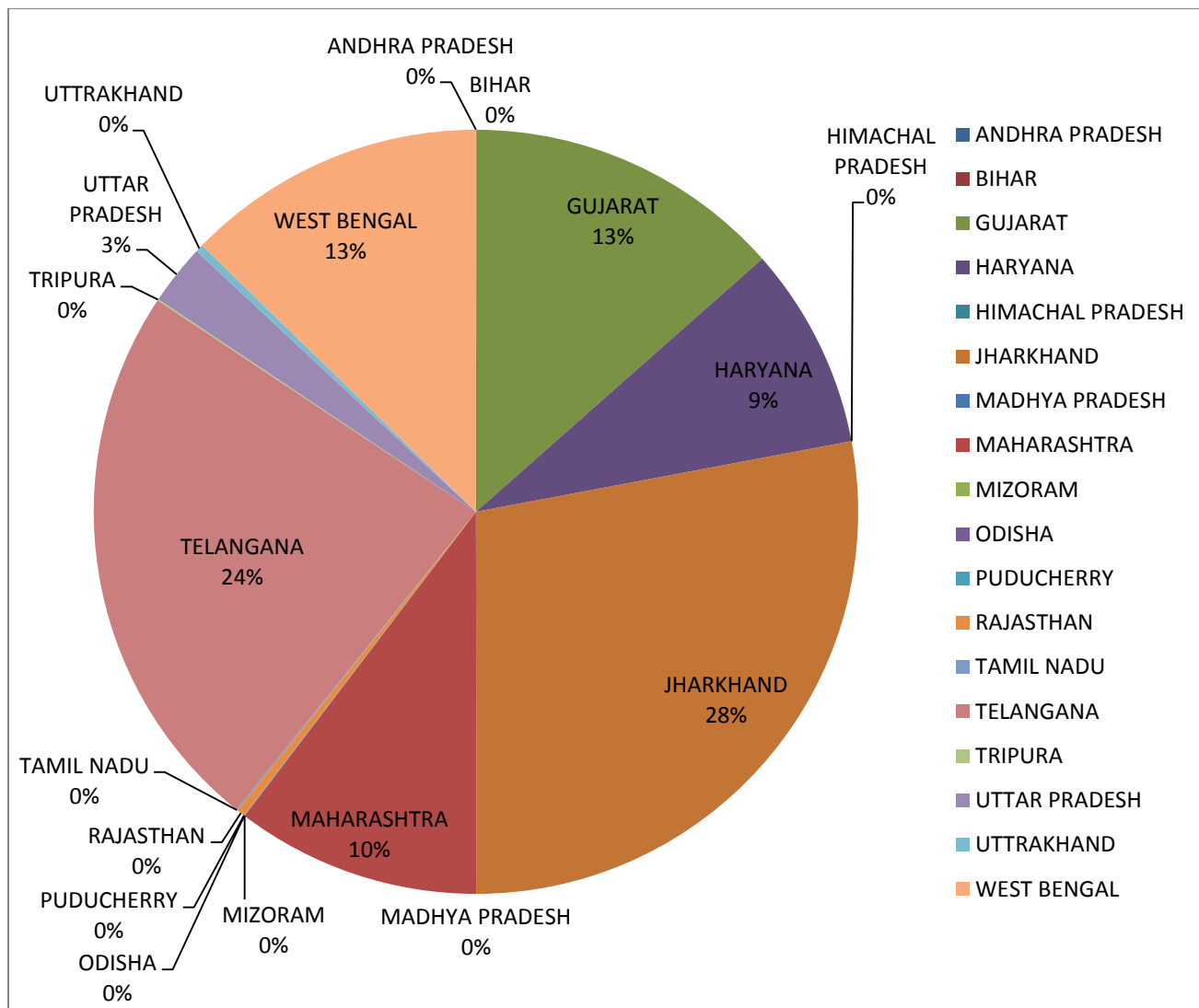
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Statistical Report on Complaints/Calls received by SCHs

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 October 2017 is given:

States Wise Calls Report: October 2017

S.No	State Name	Call Received October'17	Cumulative Calls from 01-01-2017 to 31-10-2017
1	ANDHRA PRADESH	0	1
2	BIHAR	1	3
3	GUJARAT	690	12045
4	HARYANA	439	4266
5	HIMACHAL PRADESH	0	0
6	JHARKHAND	1432	14016
7	MADHYA PRADESH	0	1
8	MAHARASHTRA	532	5657
9	MIZORAM	0	0
10	ODISHA	1	1
11	PUDUCHERRY	1	1971
12	RAJASTHAN	17	4343
13	TAMIL NADU	3	6
14	TELANGANA	1208	11858
15	TRIPURA	3	14
16	UTTAR PRADESH	131	1637
17	UTTRAKHAND	17	109
18	WEST BENGAL	356	6376
TOTAL		5127	62304



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 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 October 2017 is given below:

Sector Wise Calls Received (October 2017)

Industry Name	Calls Received October '17	Calls Received September'17
PUBLIC DISTRIBUTION SYSTEM	1833	2445
NATIONAL FOOD SECURITY ACT	813	1084
DOMESTIC APPLIANCES	158	165
TELECOM	147	156
FOOD AND SUPPLY	143	115
E COMMERCE	130	102
GAS LPG	106	99
BANKING	98	91
REAL ESTATE	75	80
INSURANCE	63	58
LEGAL METROLOGY	62	54
AUTOMOBILE	51	49
ELECTRICITY	50	49
FINANCE	37	46
PETROLEUM LPG PNG CNG	30	35
BROADCASTING AND CABLE SERVICES	28	27
EDUCATION	21	23
POSTAL	19	17
MEDICAL NEGLIGENCE	15	16
TOURISM	13	13
FOOD AND BEVERAGES	12	7
TRANSPORT	8	7
AADHAAR CARD	4	5
AIRLINES	4	4
RAILWAYS	2	4
ADVERTISEMENT	0	2
Others	456	1065

