



State Consumer Helpline

Knowledge Resource Management Portal

[Project Supported by Department of Consumer Affairs, Govt. of India]

OVERVIEW OF ACTIVITIES (JULY – DECEMBER 2018)

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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, maintains 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 database are hosted on the servers at IIPA. The State Consumer Helplines have been given access to use the IT platform and knowledge database 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 database. 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 secure 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 for the State Government to set up the helplines under various models as per the respective policies of the State Governments. While some of the States have gone into subcontracting to involve NGOs/ VCOs and have allowed them 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 receive 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 23 States are using the common IT platform for registering the calls and using knowledge database. Currently 23 States are now on board with IIPA using centralized IT platform and knowledge database.

State On Board

S.no.	State Name	S.no.	State Name
1	Andhra Pradesh	13	NCT of Delhi
2	Assam	14	Odish
3	Bihar	15	Puducherry
4	Chhattisgarh	16	Punjab
5	Gujarat	17	Rajasthan
6	Haryana	18	Tamilnadu
7	Himachal Pradesh	19	Telangana
8	Jharkhand	20	Tripura
9	Karnataka	21	Uttar Pradesh
10	Madhya Pradesh	22	Uttarakhand
11	Maharashtra	23	West Bengal
12	Mizoram		

The total number of States having Licence Agreement with IIPA to share IT Portal stands at 25.

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	14	Kerala
2	Assam	15	Madhya Pradesh
3	Andhra Pradesh	16	Manipur
4	Arunachal Pradesh	17	Mizoram
5	Bihar	18	Puducherry
6	Chandigarh (UT)	19	Punjab
7	Chhattisgarh	20	Rajasthan
8	Delhi	21	Tamil Nadu
9	Gujarat	22	Telangana
10	Haryana	23	Tripura
11	Himachal Pradesh	24	Uttar Pradesh
12	Jharkhand	25	West Bengal
13	Karnataka		

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 complaints directly on the website using online complaint registration. These complaints are directly forwarded to the respective state consumer helplines. The State Consumer Helplines are functioning in the States to advise and assist in their own State specific local language in addition to English and Hindi.

➤ **Summary**

- 36548 calls have been received from consumers during July- December 2018 as against an average figure of 5630 calls per month during January-December 2018.
- Two states namely Madhya Pradesh and Rajasthan have resumed the functioning of their helplines from 24th September 2018 and 20th December 2018 respectively. The total number of consumers calls have been reported to be 2898 and 302 respectively since the day they have resumed functioning of their consumer helplines. Hand holding support has been provided to the States of Chhattisgarh, Madhya Pradesh and Rajasthan.
- A dialogue has been going on with UT of Andaman & Nicobar for quite some time. The helpline in the UT is likely to start shortly.
- The helplines in the States have been persuaded to collect database of the local service providers to facilitate redressal of the consumer grievances.

➤ **Source wise calls**

- 88% of the calls registered at IT Portal have been received from consumers contacting helplines through toll free numbers
- 5% of the consumers have contacted the helplines by visiting the helplines in person.
- Out of total 1892 consumers visiting helplines in person during the period, Gujarat alone has reported 1565 consumers visiting Gujarat helpline in person.
- 2.3% of the total consumers contacting helplines have lodged their complaints directly on the IT Portal using online complaint system

➤ **Location Wise**

- While the consumer helpline in Madhya Pradesh, Rajasthan and West Bengal respectively have reported 30%, 35 and 29% of consumer calls from rural areas, the report from the helplines at, Haryana, Jharkhand and Maharashtra indicates of receiving more than 95% calls from rural areas.

➤ **Gender Wise**

- While the States of Jharkhand and Madhya Pradesh respectively have reported 21% and 14% of the calls from females, the States of Telangana and West Bengal respectively have reported 7% and 11% of the calls from the female consumers.

States Wise Calls Report: July – December 2018

S.no.	State Name	Call Received						Total Calls
		July	August	September	October	November	December	
1.	ANDHRA PRADESH	0	1	2	2	2	3	10
2.	ASSAM	2	1	0	2	1	0	6
3.	BIHAR	4	1	3	6	4	5	23
4.	CHHATTISGARH	0	0	1	1	4	1	7
5.	GUJARAT	1083	997	904	1163	825	912	5884
6.	HARYANA	538	645	660	880	647	727	4097
7.	HIMACHAL PRADESH	0	0	0	2	0	0	2
8.	JHARKHAND	1228	1336	1165	1152	776	911	6568
9.	KARNATAKA	4	10	5	7	6	4	36
10.	MADHYA PRADESH	8	3	96	574	714	735	2130
11.	MAHARASHTRA	388	369	370	463	357	427	2374
12.	MIZORAM	0	0	0	0	0	0	0
13.	NCT. DELHI	5	3	6	9	1	7	31
14.	ODISHA	2	3	1	2	2	2	12
15.	PUDUCHERRY	0	1	0	0	1	0	2
16.	PUNJAB	2	3	2	1	0	1	9
17.	RAJASTHAN*	17	18	19	17	17	82	170
18.	TAMIL NADU	1	7	3	3	4	2	20
19.	TELANGANA	1803	1982	1479	1344	1161	1274	9043
20.	TRIPURA	2	1	5	0	0	13	21
21.	UTTAR PRADESH	289	194	217	85	220	193	1198
22.	UTTRAKHAND	9	8	1	2	2	3	25
23.	WEST BENGAL	1069	993	815	572	730	698	4877
Total		6457	6576	5754	6287	5474	6000	36548

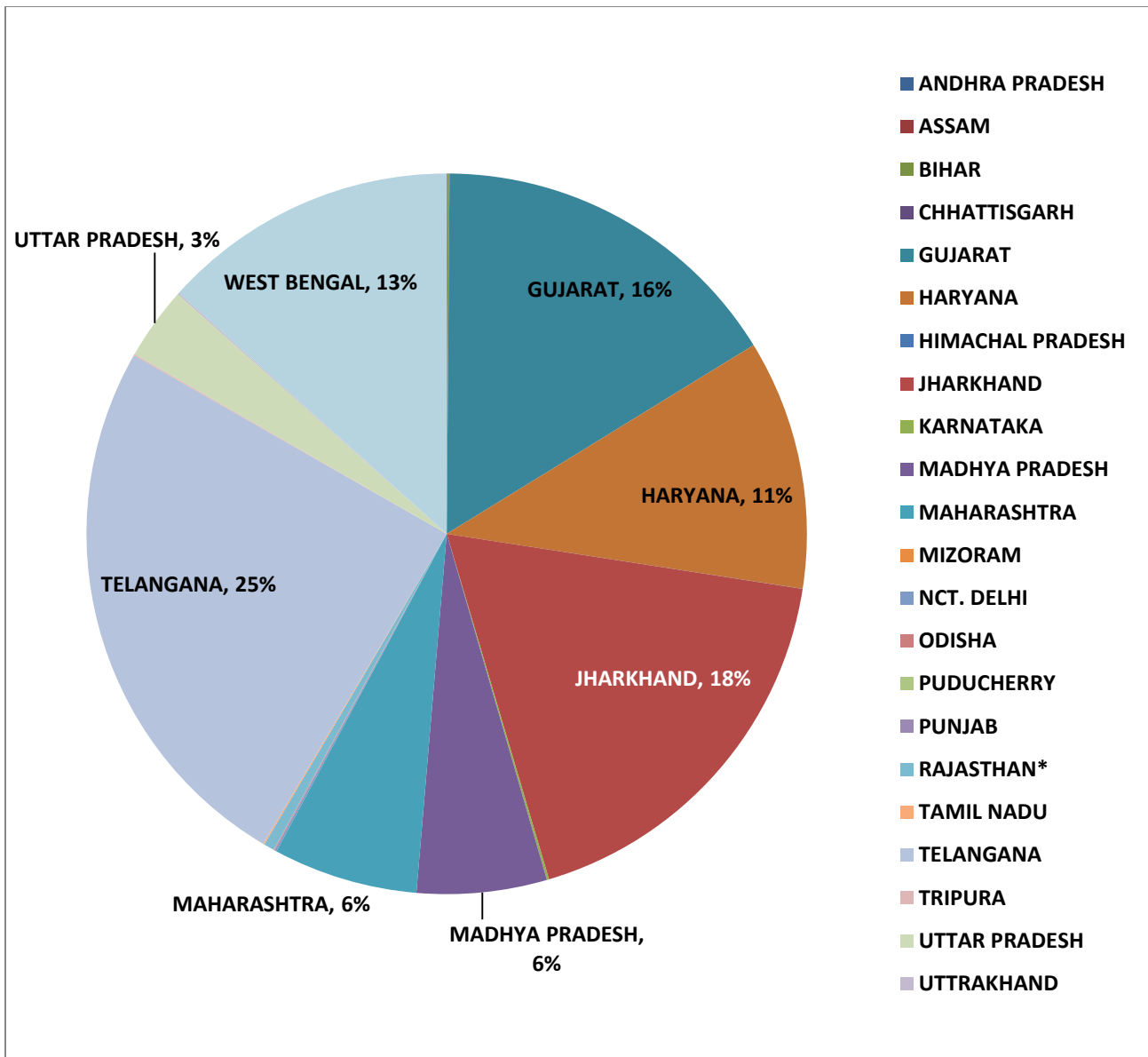


Figure 1: State Wise Call Report: July- December 2018

Sector Wise Calls Received: July- December 2018

S.no.	Industry Name	July	August	September	October	November	December
1	PUBLIC DISTRIBUTION SYSTEM	1933	1961	1727	1830	1376	1661
2	FOOD AND SUPPLY	68	220	298	426	337	341
3	BANKING	160	130	131	170	146	189
4	E COMMERCE	107	122	116	157	148	178
5	TELECOM	141	133	107	140	119	181
6	LEGAL METROLOGY	132	198	160	131	163	112
7	GAS LPG	106	148	146	112	158	119
8	DOMESTIC APPLIANCES	149	133	123	117	107	124
9	ELECTRICITY	77	60	69	73	95	110
10	INSURANCE	56	70	61	74	68	71
11	REAL ESTATE	116	90	83	60	65	82
12	PETROLEUM LPG PNG CNG	48	59	59	53	41	92
13	AUTOMOBILE	57	62	64	45	55	84
14	NATIONAL FOOD SECURITY ACT	862	493	95	79	29	42
15	OTHERS	1542	1982	2469	2588	2452	2480

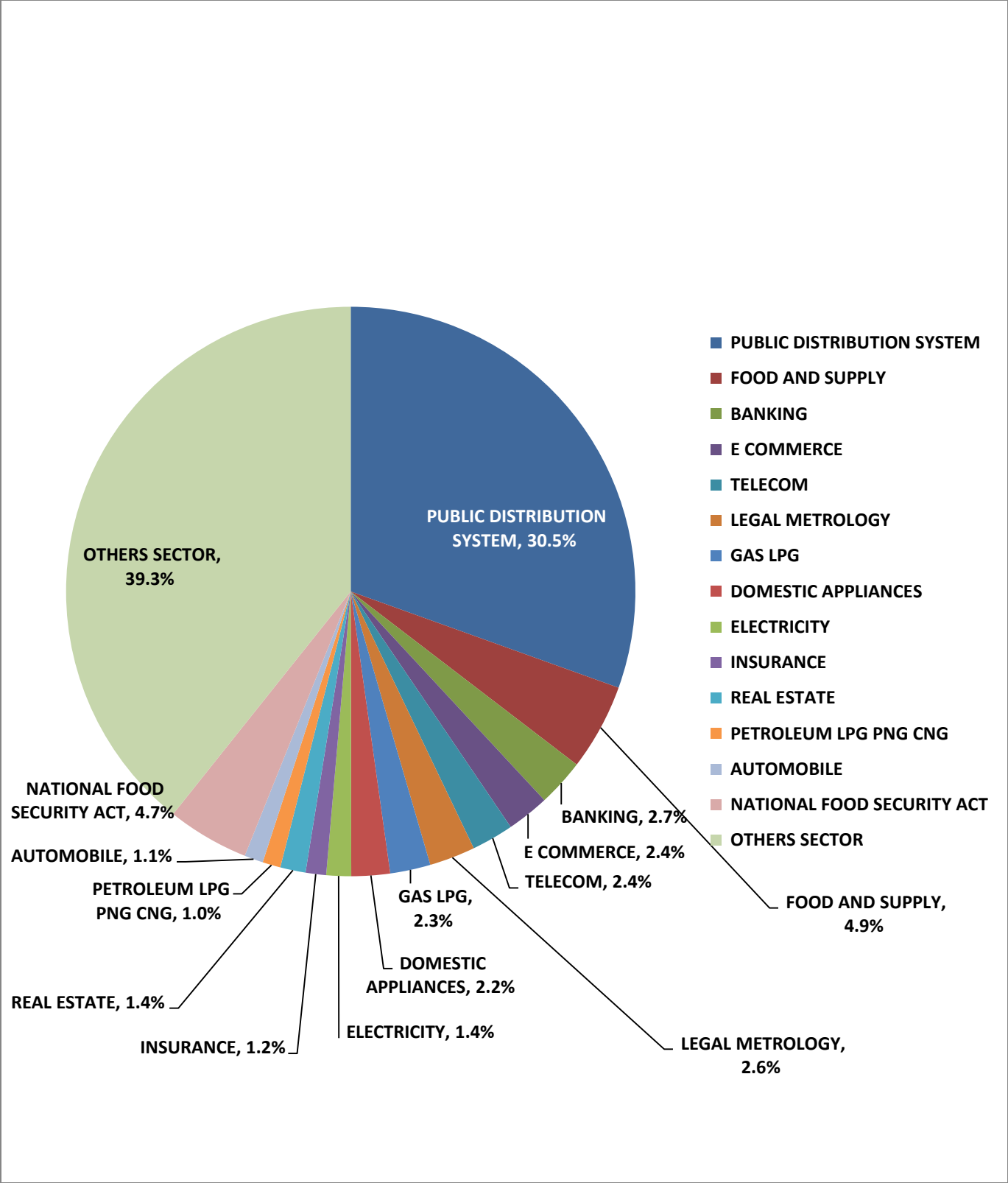


Figure 2: Sector Wise Calls Received: 1st July-31st Dec 2018

Source Wise Call/ Complaint Date Report: July- December 2018

S.No	State name	E mail	Fax	In person	Letter	Online	Telephone	Toll Free
1	ANDHRA PRADESH	0	0	0	0	10	0	0
2	ASSAM	0	0	0	0	6	0	0
3	BIHAR	0	0	0	0	23	0	0
4	CHHATTISGARH	0	0	0	0	9	0	0
5	GUJARAT	192	4	1565	62	114	983	2964
6	HARYANA	7	0	0	0	37	23	4017
7	HIMACHAL PRADESH	0	0	0	0	1	0	0
8	JHARKHAND	0	0	0	0	4	6	6558
9	KARNATAKA	0	0	0	0	36	0	0
10	MADHYA PRADESH	0	6	325	2	35	177	1580
11	MAHARASHTRA	0	0	2	1	63	4	2304
12	MIZORAM	0	0	0	0	0	0	0
13	NCT. DELHI	0	0	0	0	30	0	0
14	ODISHA	0	0	0	0	12	0	0
15	PUDUCHERRY	0	0	0	0	2	0	0
16	PUNJAB	0	0	0	0	9	0	0
17	RAJASTHAN	0	0	0	0	108	0	62
18	TAMIL NADU	0	0	0	0	20	0	0
19	TELANGANA	0	0	0	2	199	63	8778
20	TRIPURA	0	0	0	0	4	1	17
21	UTTAR PRADESH	0	0	0	0	55	4	1139
22	UTTRAKHAND	0	0	0	0	8	17	0
23	WEST BENGAL	0	0	0	2	49	6	4820

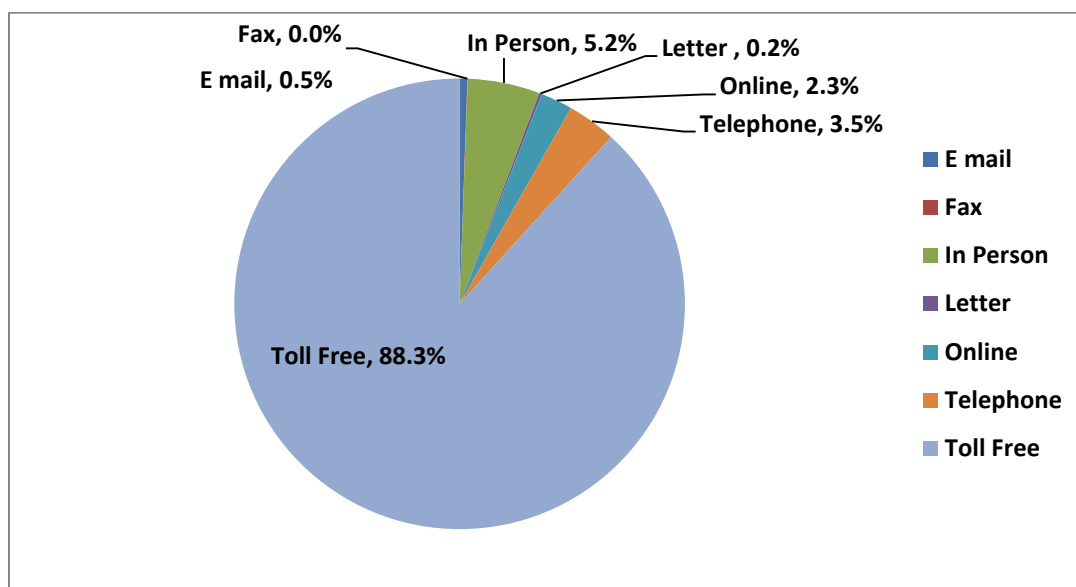


Figure 3: Source Wise Call/ Complaint Received: July- December 2018

Location Wise Call Received: July- December 2018

S.no.	State Name	Call Received	
		Rural	Urban
1	ANDHRA PRADESH	0	10
2	ASSAM	0	6
3	BIHAR	0	23
4	CHATTISGARH	0	9
5	GUJARAT	835	5049
6	HARYANA	3993	91
7	HIMACHAL PRADESH	0	1
8	JHARKHAND	6451	117
9	KARNATAKA	0	36
10	MADHYA PRADESH	642	1483
11	MAHARASHTRA	2305	69
12	MIZORAM	0	0
13	NCT DELHI	0	30
14	ODISHA	0	12
15	PUDUCHERRY	0	2
16	PUNJAB	0	9
17	RAJASTHAN	59	111
18	TAMIL NADU	0	20
19	TELANGANA	9	9031
20	TRIPURA	0	22
21	UTTAR PRADESH	0	1198
22	UTTRAKHAND	6	19
23	WEST BENGAL	1429	3448
Total		15729	20796

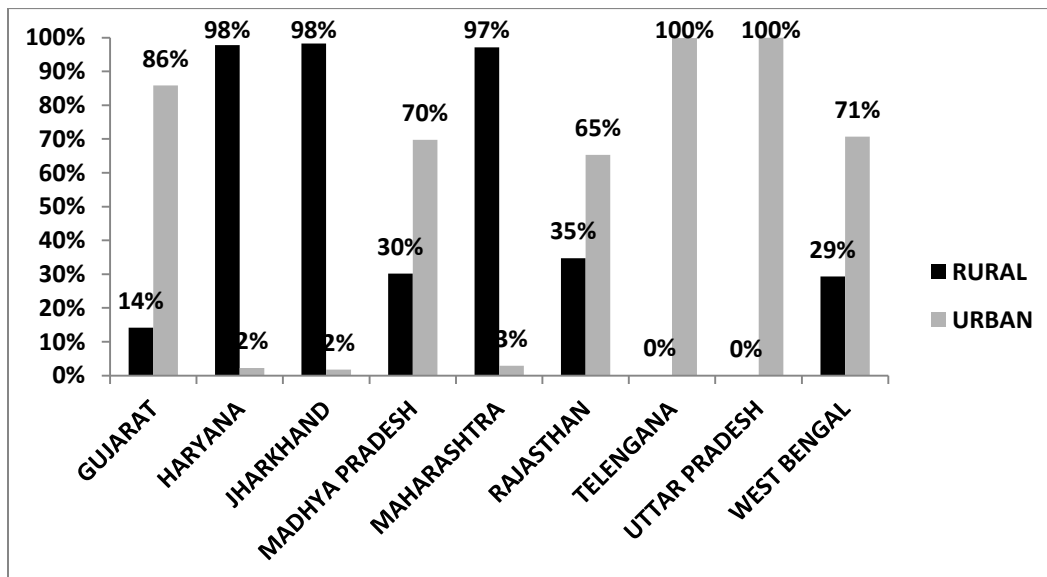


Figure 4: Location Wise Calls Received: July- December 2018

Gender Wise Call Received: July- December 2018

S.no.	State Name	Call Received	
		Male	Female
1	ANDHRA PRADESH	10	0
2	ASSAM	0	0
3	BIHAR	21	2
4	CHATTISGARH	9	0
5	GUJARAT	5595	289
6	HARYANA	3904	180
7	HIMACHAL PRADESH	1	0
8	JHARKHAND	5174	1394
9	KARNATAKA	29	7
10	MADHYA PRADESH	1827	298
11	MAHARASHTRA	2159	215
12	MIZORAM	0	0
13	NCT DELHI	22	8
14	ODISHA	11	1
15	PUDUCHERRY	2	0
16	PUNJAB	7	2
17	RAJASTHAN	158	12
18	TAMIL NADU	18	2
19	TELANGANA	8421	619
20	TRIPURA	22	0
21	UTTAR PRADESH	1158	40
22	UTTRAKHAND	19	6
23	WEST BENGAL	4371	506
Total		32938	3581

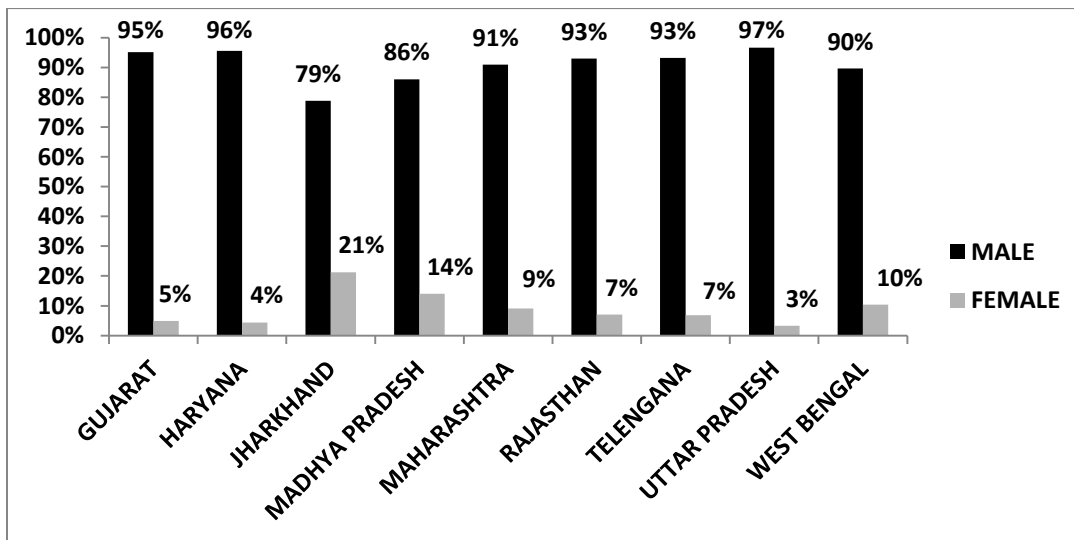


Figure 5: Gender Wise Calls Received: July- December 2018

Capacity Building

Two Day Workshop on Consumer Protection & Welfare for Rural Development Officials and Service Providers in Collaboration with Mahatama Gandhi State Institute of Rural Development & Panchayati Raj (17-18 September, 2018)

Two Day Workshop on “Consumer Protection and Consumer Welfare” was organised by Mahatama Gandhi Institute of Rural Development and Panchayati Raj, Madhya Pradesh at Jabalpur during 17-18 September, 2018 in collaboration with Centre for Consumer Studies, Indian Institute of Public Administration, New Delhi. The programme was sponsored by the Department of Consumer Affairs, Ministry of Consumer Affairs, Government of India. Shri. S.K. Virmani, Project Manager Coordinated the workshop. Shri S. K. Virmani, Project Manager (SCHKRMP), took a session on “Consumers Protection and Welfare” 40 participants attended the programme which included members of PRIs, service providers, teachers, members of self-help groups and Members of VCOs/ NGOs. The objective of the programme was to build capacity of the people working at grass root level about consumer rights and Consumer Protection Act. The aim was to generate pool of local experts who can spread awareness in rural areas and at grass root level and educate the rural consumers. A number of rural problems were also discussed and the action that needs to be taken by various stakeholders. Shri S. K. Virmani, Project Manager (SCHKRMP) also took a session on “Telecom and Consumers” on 18th September, 2018. He discussed on issues about frequent occurring problems in Telecom Services and the Service Benchmarks as laid down by Telecom Regulatory Authority on India. The participants were also acquainted with the grievance handling mechanism in telecom companies as per TRAI regulations.

The Department of Food and Supplies, Govt. of Madhya Pradesh has earlier signed an agreement with IIPA on 25/07/2016 to setup Consumer Helpline based on a centralized IT based application system developed by Department of Consumer Affairs, Govt. of India and hosted at IIPA, New Delhi. The training to their advisors was imparted on 17th and 18th September 2018 at Jabalpur.

Two Day Workshop on Consumer Protection & Welfare for the officials of State Govt., Chhattisgarh and advisors of Consumer Helpline by State Consumer Helpline Knowledge Portal, IIPA (September 28-29, 2018)

Two Day Workshop on “Consumer Protection and Consumer Welfare” was organised for the officials of State Govt., Chhattisgarh and the advisors of the State Consumer Helpline on September 28-29, 2018 at the request of the State Government. The workshop was organised by State Consumer Helpline knowledge Portal, Indian Institute of Public Administration, New Delhi. The participants included official from Consumer Affairs, BIS, Food and Drugs, State Bank of India and the Electricity Department besides advisors of consumer helpline. The objective of the programme was to set up a helpline at Chhattisgarh and build capacity of the advisors about working of a consumer helpline. During the training programme, the advisors were briefed about frequent problems being faced by the consumers prior to after purchase of

goods and services, communicating with the consumers calling helplines, advisory system and use of IT and Knowledge Portal for per-purchase and post purchase advisory, complaint redressal etc. The advisors were told for the need of awareness for empowerment of the consumers. The officials were also advised to initiate dialogues with the local service providers and build up their database.

Workshop on Consumer Protection & Welfare for Rural Development Officials, Faculty members, Sarpanch, NGOs and Service Providers in Collaboration with HCMRIPA (Jaipur) (October 4-5, 2018)

A Two Days Workshop on “Consumer Protection and Consumer Welfare” was organised by the HCM Rajasthan State Institute of Public Administration, Jaipur in collaboration with Centre for Consumer Studies, Indian Institute of Public Administration, New Delhi on 4th and 5th October 2018. Shri S. K. Virmani, Project Manager (SCHKRMP) of IIPA coordinated the workshop. The programme was sponsored by the Department of Consumer Affairs, Ministry of Consumer affairs, Government of India. The objective of the programme was to build capacity of the people working at grass root level about consumer rights and Consumer Protection Act. Program participants included members of PRIs, Faculty members, Social Workers, NGOs, Advocate, Journalist and Students. On 4th October, 2018 Shri S. K. Virmani, Project Manager (SCHKRMP) took a session on “Consumers Protection and Empowerment and role of Help Line”. The session focussed on the unfair trade practices, exploitation by the businesses and the need of consumer empowerment to achieve best quality of services at cheapest possible prices. While exercising the consumer rights, there is a need to discharge the responsibilities and take adequate care before purchase of good and services. On 5th October, 2018 Shri S.K. Virmani, Project Manager, SCHKRMP, IIPA on “Telecom and Consumers. While speaking on “Telecom and Consumer, Shri S.K. Virmani highlighted the major problems being faced by the consumers in the sector. He also provided an overview of the various regulations framed by TRAI in the telecom sector and the benchmark of services wherever specified. The participants were also explained with the consumer grievance mechanism under regulatory framework of telecom services to get redressal to the consumer grievances.

Two Days Workshop on Consumer Protection & Welfare for State Institute of Rural Development & Panchayati Raj (Mohali) in Punjab, (November 15-16, 2018)

A Two Days Workshop on “Consumer Protection and Consumer Welfare” was organised by the State Institute of Rural Development and Panchayati Raj, Govt. of Punjab in collaboration with Centre for Consumer Studies, Indian Institute of Public Administration, New Delhi during 15th – 16th November 2018 at Mohali. Shri S. K. Virmani, Project Manager (SCHKRMP) of IIPA coordinated the workshop. The programme was sponsored by the Department of Consumer Affairs Government of India. The objective of the programme was to build capacity of the people working at grass root level about consumer rights and Consumer Protection Act. Program participants included members of PRIs, Faculty members, teachers, members of self help group and officials from education, health, transport, food supply, state roadways and RTAs etc. The programme was divided into twelve technical sessions which included sectors like Banking, Insurance, Housing. Legal Metrology, E-commerce and Cyber Security. The sessions on

“Consumer Protection and Empowerment and Role of Helplines” and “Telecom and Consumer” was taken by Shri S. K. Virmani, Project Manager (SCHKRMP). The session focussed on the unfair trade practices, exploitation by the businesses and the need of consumer empowerment to achieve best quality of services at cheapest possible prices. While exercising the consumer rights, there is a need to discharge the responsibilities and take adequate care before purchase of good and services. While speaking during session on session on “Telecom and Consumers” Shri S.K. Virmani highlighted the major problems being faced by the consumers in the sector. He also provided an overview of the various regulations framed by TRAI in the telecom sector and the benchmark of services wherever specified. The participants were also explained with the consumer grievance mechanism under regulatory framework of telecom services to get redressal to the consumer grievances.

11th Training Program for Coordinators and Advisors of State Consumer Helplines on Consumer Protection and Consumer Welfare (December 12-14, 2018)

The 11th Training Programme on “Consumer Protection and Consumer Welfare” for advisors and Coordinators of State Consumer Helplines at Indian Institute of Public Administration, New Delhi during 12-14, December 2018. Shri S. K. Virmani, Project Manager (SCHKRMP) and Ms. Mamta Pathania, Asst. Professor, Centre for Consumer Studies, IIPA coordinated the training programme. The programme was sponsored by the Department of Consumer Affairs, Ministry of Consumer affairs, Government of India. The objective of the programme was to build capacity of the coordinators and advisors of the state consumer helplines. 13 participants from the States of Chhattisgarh, Maharashtra, Madhya Pradesh and Uttar Pradesh attended the training programme. The training programme included sessions on Communication Skills and Leadership and sectors like Legal Metrology, Telecommunication Services, DTH Services, Digital Safety, Food Safety etc. The last session was hand hold training on the working of new software “INGRAM”.

The programme was inaugurated by Shri Sita Ram Meena, Director (CWF), Department of Consumer Affairs, Govt. of India. At an outset, he informed the participants that soon the helplines set up in the States would be provided a new software INGRAM which is also working in the National Consumer Helpline. The new software enables the complaints to be forwarded to the companies directly as soon as it gets registered on the Portal. For the effectiveness of the software, the helplines need to build up database of local service providers, companies, and regulatory authorities and build up rapport with them to facilitate redressal of consumer grievances. While addressing the participants he said that helplines provides a hand-holding to consumers in distress which in turn provides relief to the consumers. This forms an important part of the redressal mechanism. He stressed more of awareness to the consumers need to be created as most of them are not aware of what and how of consumer issues being faced and their remedies. He said helplines should be sensitive to the consumer needs for better redressal of consumer grievances.

One Day Training Programme for the Advisors & Coordinators of State Consumer Helpline Rajasthan on December 20, 2018.

The advisors and coordinators were provided on various complaints and their solutions to advise the consumers who will call the helplines and collection of database of local service providers so that helplines can take up the consumer complaints for the redressal.

Other activities

Session on “Telecom and Consumers” during 102nd Orientation Training Programme for the Presidents and Members of the District Consumer Forums by Centre for Consumer Studies, IIPA

102nd Orientation Training Programme for the Presidents and Members of the District Consumers Forum by the Centre for Consumer Studies on 8th August, 2018 at Indian Institute of Public Administration (IIPA). Shri S. K. Virmani, Project Manager (SCHKRMP), took a session on “Telecom and Consumers” on 08 August 2018. He discussed on issues about frequent occurring problems in Telecom Services and the Service Benchmarks as laid down by Telecom Regulatory Authority on India. The participants were also acquainted with the grievance handling mechanism in telecom companies as per TRAI regulations.

23rd TOT for the Faculty Members of Training Institution on “Telecom and Consumers” by Centre for Consumer Studies, IIPA

23rd TOT for the Faculty Members of Training Institution by the Centre for Consumer Studies on 26th September, 2018 at Indian Institute of Public Administration (IIPA). Shri S. K. Virmani, Project Manager (SCHKRMP), took a session on “Telecom and Consumers” on 26th September, 2018. He discussed on issues about frequent occurring problems in Telecom Services and the Service Benchmarks as laid down by Telecom Regulatory Authority on India. The participants were also acquainted with the grievance handling mechanism in telecom companies as per TRAI regulations.

Session on ‘Telecom and Consumer’ during 14th Training of Trainers (ToT) for Heads and Members of VCOs/NGOs in Consumer Protection and Welfare

Centre for Consumer Studies, IIPA organized 14th Training of Trainers Programme for Heads and Members of VCOs/ NGOs in Consumer Protection and Welfare during 10 October 2018. Shri. S.K. Virmani, Project Manager, SCHKRMP took a session on “Telecommunication and Consumer” on 10 October 2018. He shared knowledge with the participants about frequent occurring problems in Telecom Services and the Service Benchmarks as laid down by Telecom Regulatory Authority of India. The participants were also explained of grievance handling mechanism in telecom companies as per TRAI regulations.

3rd ZCH Training Programme

3rd ZCH training program was organised for the coordinators and advisors of Zonal Consumer Helplines by the National Consumer Helpline, Centre for Consumer Studies during 10-14, December 2018 at IIPA, New Delhi. Shri S. K. Virmani, Project Manager (SCHKRMP), took a session on the “Telecom and DTH Services and Consumer. The participants were briefed about the frequent problems occurring in the telecom and DTH services and the remedies available thereof as per regulations laid down by Telecom Regulatory Authority of India. He explained the kind of problems that are voiced by consumers in this sector and role of the regulator – TRAI in laying down the Quality of service (QOS) parameters as well as its role in implementing telecom policies of Department of Telecom. The participants were explained about the grievance handling mechanism and benchmark of services in this sector as laid down as per TRAI regulations.

Advocacy

The Portal has been observing that the retailers are charging taxes on discounted revised MRPs. Govt of Haryana was intimated about such practices in Crown Interiorz Mall at Faridabad for necessary intervention. The attention of the Department of Consumer Affairs was also drawn for its appropriate intervention. As a step further, an opinion poll was also put up on the Portal for further advocacy. The results shall be soon analysed and will be taken up accordingly.

Of-late telecom companies have started unethical business practices in prepaid mobile connections where the plans were subscribed by the consumers for life time validity period. As per the regulations, the companies cannot change the plans during its life time. On the other hands, the companies changed these plans and started charging the fee to keep the validity of the connections. . The issue was taken up for necessary intervention of Telecom Regulatory Authority of India and Department of Consumer Affairs vide letter No. IIPA/CCS/SCHKRMP/2018 dtd. 31/12/2018.

Knowledge Creation:

The IT Portal is being continuously updated with uploading of knowledge based database. Some of the recent updates have been on:

1. Sector wise FAQs – **47**
2. Citations – MRP Judgment , NCDRC Judgment on charging of VAT on discounted MRP ,Punjab SDRC Judgment on charging of VAT on discounted MRP
3. Acts & Regulations: Consumer Protection (twenty second Amendment) Rules, 2018 for waiver of fee for filing a complaint in consumer forum, The Negotiable Instruments (Amendment) Act, 2018 NO. 20 of 2018
4. Consumer advisories- **“Transacting at ATM”**

5. Quarterly Newsletter “Consumer Connect”
6. Monthly “Consumer Bulletin” and “Monthly Statistical Report”
7. Daily News(Consumer Issues)- “**873**”
8. Interesting Cases- “**57**”
9. Data Updation for District/Blocks of Chhattisgarh
10. Opinion Poll- “**Are you getting deceived by retailers charging GST on MRP/ Discounted MRP?**”