



# **OVERVIEW OF ACTIVITIES (JULY – SEPTEMBER 2015)**

**State Consumer Helpline Knowledge Resource Management Portal**

**Centre for Consumer Studies**

**INDIAN INSTITUTE OF PUBLIC ADMINISTRATION**

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**(Project Supported by Department of Consumer Affairs, Govt. of India)**

## **Overview of Portal Activities**

### **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, maintain 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 data bases are hosted on the servers at IIPA. The state consumer helplines are given access to use the IT platform and knowledge data base to register the calls/ complaints being received by them and provide advise, guidance and information to the callers. The State Governments are required to sign license agreement with IIPA before giving an access to use the software and knowledge data base. The consumer advisors and coordinators are also provided the soft skills through various training programmes being organized at IIPA in addition to hand hold support at their site. The access to the IT application is internet based with 8 MBPS internet leased line. User ids and password also provide the extension of IT platform hosted on IIPA servers to all the state consumer helplines.

### **State Consumer Helpline**

Department of Consumer Affairs has funded setting up and operationalisation of consumer helplines in various States. These State Consumer Helplines have been 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 disbursed to the State Government who are setting up the helplines under various models as per their respective policies of the State Governments. While some of the States have gone into subcontracting to involve NGOs/ VCOs and allowed to function in their own premises, some of the States have set up the helplines in their own premises and running the helplines using manpower hired on contract basis directly or through manpower hiring agencies. The monitoring of the helplines is the responsibilities of the respective State Government.

These consumer helplines are receiving calls from the consumers generally through toll free number. The other mode of communications available to the consumers to reach advisors of consumer helplines is through emails, letters, fax and personal visits. The facility is also made 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 originated.

While consumer helplines are working in 25 States, 15 States are on board with IIPA and using centralized IT platform and knowledge database. Govt. of Tripura had earlier signed License Agreement with IIPA on 29<sup>th</sup> May 2015 and have operationalize the helpline on 7<sup>th</sup> September 2015 wherein the user ids and passwords were created for their advisors. With this the consumer helpline started functioning in September 2015 using the centralized software and knowledge database hosted at IIPA servers.

**States on Board:**

Bihar	Puducherry
Gujarat	Rajasthan
Haryana	Tamil Nadu
Himachal Pradesh	Telangana
Madhya Pradesh	Tripura
Maharashtra	Uttar Pradesh
Mizoram	West Bengal
Orissa	

In addition to Govt. of Tripura signing Licence agreement with IIPA, Govt. of Jharkhand has also signed agreement with IIPA on 30th September 2015.

The total number of States having signed Licence Agreement with IIPA to share IT Portal now stands at 20. The complete list of the States as on 30<sup>th</sup> September 2015 having signed License Agreement with IIPA to share the centralized IT Portal is given below:

Sl. No.	State/ UT Name		
1	Andaman & Nicobar	11	Manipur
2	Arunachal Pradesh	12	Mizoram
3	Bihar	13	Puducherry
4	Chhattisgarh	14	Punjab
5	Delhi	15	Rajasthan
6	Haryana	16	Tamil Nadu
7	Himachal Pradesh	17	Telangana

8	Jharkhand	18	Tripura
9	Kerala	19	Uttar Pradesh
10	Karnataka	20	West Bengal

Even though the helplines are functioning in the States of Gujarat, Maharashtra, Madhya Pradesh and Odisha duly integrated with IT Portal but these States have not signed the agreement formally with IIPA to share IT Portal. We had requested these States to formally sign the agreement with IIPA for sharing of IT Portal.

Similarly the States of Arunachal Pradesh, Kerala, Andaman & Nicobar, Chhattisgarh and Karnataka despite having signed the Licence Agreement with IIPA are not reflecting any call registration data suggesting that either the helplines are not functioning in these States or might be using their own software.

The seven States viz. Assam, Dadra & Nagar Haveli, Daman & Diu, Andhra Pradesh, Lakshadweep, Meghalaya, Nagaland and Sikkim are yet to sign Licence Agreement with IIPA to share IT Portal. We have been pursuing these States by offering necessary support to set up an operational consumer helpline in their States and following with them on our last letter Nos. IIPA/SCHKRMP/2015 sent to these States in April 2015.

## Statistical Report on Complaints/Calls received by State Consumer Helplines:

The State Consumer Helplines are receiving calls from the consumers through telephone normally toll free number as well as other mode of communication 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 is given below:

### State Wise Report July-September 2015

MONTH WISE REPORT (July-September 2015)				
Sl. No.	State Name	July	August	September
1	ANDAMAN AND NICOBAR	0	1	0
2	ANDHRA PRADESH	1	1	1
3	ARUNACHAL PRADESH	0	0	0
4	ASSAM	0	0	1
5	BIHAR	38	37	16
6	CHANDIGARH	0	0	0
7	CHATTISGARH	0	0	0
8	DADRA & NAGAR HAVELI	0	0	0
9	DAMAN & DIU	0	0	0
10	GOA	0	21	0
11	GUJARAT	1845	1445	1069
12	HARYANA	312	356	342
13	HIMACHAL PRADESH	71	1	1
14	JAMMU AND KASHMIR	0	1	0
15	JHARKHAND	0	0	0
16	KARNATAKA	0	0	1
17	KERALA	0	0	0
18	LAKSHADWEEP	0	0	0
19	MADHYA PRADESH	1	1	2
20	MAHARASHTRA	888	602	726
21	MANIPUR	0	0	0
22	MEGHALAYA	0	0	0
23	MIZORAM	12	4	2
24	NAGALAND	0	0	0
25	NCT DELHI	5	2	4
26	ODISHA	790	906	462

27	PUDUCHERRY	242	245	148
28	PUNJAB	0	3	0
29	RAJASTHAN	857	752	912
30	SIKKIM	0	0	0
31	TAMIL NADU	3	4	0
32	TELANGANA	23	61	449
33	TRIPURA	0	0	2
34	UTTAR PRADESH	2	1	2
35	UTTRAKHAND	0	0	0
36	WEST BENGAL	0	0	2
	<b>Total</b>	<b>5090</b>	<b>4444</b>	<b>4142</b>

- The consumer helplines in the States of Bihar, Himachal Pradesh, Madhya Pradesh and Uttar Pradesh have been running their helplines intermittently.
- While the States of Punjab and Himachal Pradesh were extended the hand-holding support to set up the helplines including on-site training, the helpline stopped functioning after initial launch due to their internal reasons.

The sector wise list of calls received during the month of July– Sept 2015 is given below:

### **Sector Wise Calls Received**

<b>SECTOR WISE NUMBER OF CALLS (1 July 2015 - 30 Sept 2015)</b>				
<b>SI. NO</b>	<b>NUMBER OF CALLS</b>	<b>JUL</b>	<b>AUG</b>	<b>SEP</b>
1	AADHAAR CARD	96	40	15
2	AUTOMOBILE	35	22	41
3	BANKING	88	173	56
4	DOMESTIC APPLIANCES	169	177	172
5	E COMMERCE	83	74	98
6	EDUCATION	59	40	36
7	ELECTRICITY	67	59	71
8	FOOD AND SUPPLY	9	10	15
9	INSURANCE	48	52	34
10	LEGAL	125	56	52
11	LEGAL METROLOGY	73	58	49
12	NATIONAL FOOD SECURITY ACT	719	910	272
13	PETROLEUM LPG PNG CNG	159	140	130
14	PUBLIC DISTRIBUTION SYSTEM	1442	1095	979
15	REAL ESTATE	112	55	75
16	TELECOM	223	197	418
17	OTHER	1294	1067	1351

## **Online Complaints:**

The IT Portal facilitates the consumers to register their complaints online giving them an access on 24x7 basis. Numbers of consumers have been registering their complaints/queries online at IT Portal. These complaints are directly diverted to the State Consumer Helplines who are using our IT Portal and are being taken on the similar way as being received through toll free numbers/ emails/letters etc. These State Consumer Helplines take appropriate actions on such dockets. The complaints for those States which are not using IT Portal are downloaded and are regularly transmitted electronically to those States to take appropriate steps. While forwarding those complaints electronically, the States are also being requested to join the IT Portal. The following table provides the number of complaints registered for these States which are yet to use our IT Portal. However, there is no feedback from these States on the complaints forwarded to them for appropriate action.

<b>Online Complaints from 1<sup>st</sup> July 2015 to 30 Sept 2015</b>		
<b>Sl.No</b>	<b>State Name</b>	<b>Complaint Received</b>
1	ANDHRA PRADESH	3
2	ASSAM	1
3	CHATTISGARH	0
4	JHARKHAND	0
5	KARNATAKA	1
6	KERALA	0
7	NCT DELHI	10
8	PUNJAB	3
9	UTTRAKHAND	0
10	WEST BENGAL	2
	<b>TOTAL</b>	<b>20</b>

## **Opinion Poll:**

The opinion has been sought from the consumers through our online IT Portal. A list of the issues uploaded on the Portal is given below. Some of the responses as received were analysed and used for our advocacy papers.

<b>Opinion Poll from 01-07-2015 to 30-09-2015</b>					
<b>Sl. No</b>	<b>Poll Question</b>	<b>Expiry Date</b>	<b>Yes</b>	<b>No</b>	<b>Can't say</b>
1	Do you feel telecom companies be allowed to auto renew value added service without explicit consent	28-08-15	45	206	

The Portal had earlier drawn the attention of Telecom Regulatory Authority of India to the problems being faced by Telecom Consumers on the issue of value added services and their auto renewal vide letter no. IIPA/SCHKRMP/Telecom/2014-15 dtd. 07/10/2014. TRAI opined that the auto renewal is in line with most of the subscribers interested in auto renewal of value added services. The above opinion indicates that 82% respondents are not interested in auto renewal of value added services.

## **Capacity Building of State Consumer Helplines**

IIPA has been imparting training to the consumers and coordinators of State Consumer Helpline. It has imparted training to all the States other than the four States namely Dadra Nagar and Haveli, Jammu & Kashmir, Lakshadweep and Meghalaya who have not attended any of the training programme despite inviting for the nominations for the trainings. 9<sup>th</sup> training programme for the advisors and coordinators of consumer helpline was organized at IIPA, New Delhi during 24<sup>th</sup>-26<sup>th</sup> August 2015.

The programme was designed to enable the participants to:

- a) Acquaint the participants with the need and importance of Consumer Helplines and Grahak Suvidha Kendras and the role of the Coordinators and Advisors of the SCH's and GSKs.
- b) Enhance their knowledge and skill in the area of Consumer Protection and Consumer Welfare.
- c) Build their capacity to manage SCH's and Grahak Suvidha Kendras and redress consumer grievances.
- d) Enhance their knowledge and skill to provide consumers with information related to products and services and
- e) Develop communication skills.

The above training programme was also included with the training of personnel for Grahak Suvidha Kendra which are to be operationalise in the five States viz. Bihar, Gujarat, Rajasthan, Karnataka and West Bengal. The States of Arunachal Pradesh, Tamilnadu, Tripura, Telengana and West Bengal deputed their personnel for the said



training programme in addition to participants from Grahak Suvidha Kendra of all the five States. Nine newly appointed counselors of National Consumer Helpline were also imparted training in the said training programme. Hence the 9<sup>th</sup> training programme had a total participation of 35 participants.

With 9th training programme organized during 24<sup>th</sup>-26<sup>th</sup> August 2015, a total number of participants who have been trained from State Consumer Helplines stands now at 230.

An updated list of the details of the training programmes conducted so far is given in the next page.

**Training Programme for Coordinators & Advisors of State Consumer Helpline**

Sl. No.	Name of State	1st Training Programme (Training Schedule on 7-11 Feb, 2011)	2nd Training Programme (Training Schedule on 14-18 March, 2011)	3rd Training Programme (Training Schedule on 01-05, Aug, 2011)	4th Training Programme (Training Schedule on 23-27, April, 2012)	5th Training Programme (Training Schedule on 26-28, Feb, 2013)	6th Training Programme (Training Schedule on 04-06, Sep, 2013)	7th Training Programme (Training Schedule on 03-05, Feb, 2014)	8th Training Programme (Training Schedule on 17-19, Dec, 2014)	9th Training Programme (Training Schedule on 24-26, Aug, 2015)	Hand-Holding Support	Training
1	Andaman Nicobar					✓	✓					2
2	Andhra Pradesh	✓				✓						2
3	Arunachal Pradesh		✓							✓		2
4	Assam				✓							1
5	Bihar	✓	✓								✓	3
6	Chandigarh											0
7	Chattisgarh				✓	✓						2
8	Dadra Nagar Haveli											0
9	Daman & Diu					✓						1
10	Delhi							✓			✓	2
11	Goa					✓						1
12	Gujarat		✓					✓				2
13	Haryana	✓			✓		✓		✓		✓	5
14	Himachal Pradesh			✓	✓			✓	✓		✓	5
15	Jammu & Kashmir											0
16	Jharkhand				✓	✓						2
17	Karnataka		✓		✓	✓		✓		✓		5

18	Kerala								✓			1
19	Lakashadeep											0
20	Madhya Pradesh			✓								1
21	Maharashtra			✓			✓					2
22	Manipur					✓			✓			2
23	Meghalaya											0
24	Mizoram			✓								1
25	Nagaland			✓								1
26	Orissa	✓										1
27	Puducherry				✓		✓		✓			3
28	Punjab		✓			✓		✓			✓	4
29	Rajasthan			✓			✓		✓		✓	4
30	Sikkim	✓	✓					✓				3
31	Tamilnadu				✓				✓	✓		3
32	Telangana								✓	✓		2
33	Tripura				✓					✓		2
34	Uttar Pradesh	✓				✓		✓			✓	4
35	Uttarakhand								✓			1
36	West Bengal	✓					✓			✓		3
	<b>Total No. of Participants</b>	<b>27</b>	<b>18</b>	<b>20</b>	<b>22</b>	<b>24</b>	<b>22</b>	<b>17</b>	<b>18</b>	<b>15</b>	<b>47</b>	<b>230</b>

## **Consumer Advocacy**

### **Misleading advertisements:**

The Portal has been raising complaints/ advocacies on misleading advertisement. This issue was being referred to Advertising Standard Council of India (ASCI) for appropriate corrective steps so that the readers do not get misled with the advertisements.

The response on complaints raised to ASCI on misleading advertisement has not been encouraging / not meeting the expectations. Some of the cases were referred to Department of Consumer Affairs. The following complaints raised to ASCI have been not upheld.

<b>Misleading Advertisements - Decision NOT UPHELD</b>				
<b>Subject</b>	<b>Advertiser</b>	<b>Complaint No. &amp; Date</b>	<b>Compliant</b>	<b>Decision</b>
<b>Manforce Condoms</b>	Manforce condoms (TV channels)	Complaint was made on DCA website and complaint ID is 920151470 on 05/9/2015	The advertisement using vulgar language. India is already suffering with the problem of rapes and the advertisement showing vulgar language as well as vulgar display promotes sexuality. It states jab pahli baar karte hain kyon lagta hai baar baar Karen, subah se sham ho jaaye, etc etc. thoda jyada mile kuch naya mile. Ek baar kiya phir man karta hai aur Karen. Even the ad their home page <a href="http://www.manforcecondoms.com">www.manforcecondoms.com</a> is the vulgar visual.	Complaint is not pertaining to misleading advertisement. Please approach the Ministry of Information and Broadcasting. ASCI rejected compliant on 05/09/2015.

### **Advocacies**

The Portal has been raising issues affecting the consumers with the concerned authorities. The issues raised during July – September 2015 are briefly listed below:

- a) **Unethical advertisement in violation of code for Medical Professional/Institutions– Metro Heart Institute with multispecialty,**

**Faridabad - Issue raised to Medical Council of India, Haryana Medical Council and Department of Consumer Affairs**

An advertisement of Metro Heart Institute with multispecialty, Faridabad appeared in Navbharat times dtd. 15/08/2015. The advertisement solicits patients for angioplasty, stenting and bypass surgery by offering a special discount of Rs. 25,000/-. The discounts as offered in the medical practices induce the public to rush in for the treatment and thus can be termed as "soliciting the patients". Soliciting the patients for treatment by offering discounts is in violation of rules and regulations and code of ethics for medical professional and Institutions laid down by Medical Council of India. ASCI vide their email dtd. 15<sup>th</sup> August stated that the said advertisement is not in contravention of the ASCI code. The matter was referred by IIPA to

- i) Haryana Medical Council vide letter No. IIPA/SCHKRMP/Medical/2015 dtd. 18/08/2015
- ii) Department of Consumer Affairs vide letter No. IIPA.SCHKRMP/Medical/2015 dtd. 17/08/2015
- iii) Medical Council of India vide letter No. IIPA/SCHKRMP/Medical/2015 dtd. 18/08/2015

**b) Non-Providing of essential details as per Legal Metrology (Packaged Commodities Rules ) on Cura Ras Packing- Issue taken up with UP State Legal Metrology**

The necessary details like batch numbers, mfg. date, MRP are not mentioned on the packet. It mentions only Exp. Date as 2 years from mfg. date. In absence of details about mfg. date, the statement about exp. Date becomes irrelevant. Similarly in absence of MRP, it is difficult access the prices to be paid.

**c) Charging of price more than MRP as well as overwriting on stickers in packaged commodities. Issue taken up with Maharashtra State Legal Metrology through Maharashtra State Consumer Helpline and Department of Consumer Affairs**

The retailers at the plaza on Mumbai-Pune Highway are selling the packaged commodities like biscuit, cakes, namkeen and like items at the prices more than MRP by overwriting on the packets or hiding the price information with marker. They are also refusing to issue cash memos if demanded by the consumers. Surprisingly the retailers also pretending to be not bothered even if someone states of complaining against them.

**d) Complaint of Britannia Good Day Biscuit in violation of Legal Metrology ( Packaged Commodities), Rule, 2011**

One of the consumer activist has shared with IIPA a wrapper of Britannia Good Day biscuit packet reflecting packing to in violation of the Legal Metrology (Packaged commodities Rule, 2011. The said rules in its second schedule at S.No.3 stipulate the packing of the biscuit to be in standard packing of 25g, 50g, 75g, 100g, 150g, 200g, 250g, and 300g and thereafter in multiples of 100g up to 1kg. However, Department of Consumer Affairs clarified that packing of biscuit in non-standard packing on value based package in any quantity is allowed under sub-rule (3) of rule 5 of the Legal metrology (Packaged Commodities) Rules 2011.

**e) Change in IVR system in booking for LPG refill resulting in giving up subsidy- Issue taken up with Department of Consumer Affairs**

The news item appearing in a local newspaper “Haribhoomi News” Panipat brought out a story that consumers who are booking LPG refilling cylinder have to forego subsidy due to wrong pressing of key in the IVR at the time of booking refill. The IVR system earlier being used has a first option to press “1” for booking refill. Now the IVR system has been introduced with a first option to press “0” to give up subsidy.

**f) Based on the complaint escalated by the portal, Haldiram stopping charging service tax. But not chargeable for a take away item. Haldiram Restaurant has been charging service tax on take away items. Such charging of service tax on take away items is in violation of service tax rules.**

A specific complaint was raised w.r.t charging of service tax on take away order at Haldiram, Crown Interiorz, Faridabad vide Invoice no.99142 dtd.29/08/2015.

**g) Regarding receiving electricity bill by emails/SMS at an additional cost of Rs.10/- by DHBVN. Issue forwarded to Director Food & Supplies, Haryana.**

The issue was raised based on a Newspaper report published in Navbharat time’s dtd. 02/07/2015. As per newspaper report an electricity subscriber would be charged an additional amount of Rs. 10/- in case the subscribers opts to receive electricity bill by email/SMS. This appears to be a practice which would entails unjustified cost on consumer. Normally, replacing hard copy of bill with soft copy would reduce the overall cost of sending bills.

**ADVOCACY**

<b>Sl.No.</b>	<b>Letter no. &amp; Date</b>	<b>Complaint/Issue forwarded to</b>	<b>Subject reference</b>
<b>Metro Heart Institut, Faridabad</b>			
1	IIPA/SCHKRMP/Medical/2015, 17/08/2015	<b>JS, DCA</b>	Unethical advertisement in violation of code for Medical Professional/Institutions– Metro Heart Institute with multispecialty, Faridabad. Issue raised to Medical Council of India, Haryana Medical Council and Department of Consumer Affairs (17 <sup>th</sup> August 2015) – An advertisement of Metro Heart Institute with multispecialty, Faridabad has appeared in Navbharat times dtd. 15/08/2015.
<b>Electricity</b>			
2	08-Jul-15	<b>sectrary.herc@nic.in</b>	Electricity bill by emails/sms at the additional cost of Rs.10
3	04-Sep-15	<b>DCA</b>	Electricity bill by emails/sms at the additional cost of Rs.10
<b>Legal Metrology</b>			
4	10-Aug-15	<b>dchqlkozone10@yahoo.com</b>	Non-Providing of essential details as per Legal Metrology (Packaged Commodities Rules ) on Cura Ras Packing- Issue taken up with UP State Legal Metrology (10th August 2015) – As can be seen that necessary details like batch numbers, mfg. date, MRP is not mentioned on the packet. It mentions only Exp. Date as 2 years from mfg. date. In absence of details about mfg. date, the statement about exp. Date becomes irrelevant. Similarly in absence of MRP, it is difficult access the prices to be paid.

5	30-Sep-16	<b>dirwm-ca@nic.in</b>	Charging of price more than MRP as well as overwriting on stickers in packaged commodities. Issue taken up with Maharashtra State Legal Metrology through Maharashtra State Consumer Helpline and Department of Consumer Affairs (30 <sup>th</sup> Sep 2015)- The retailers at the plaza are selling the packaged commodities like biscuit, cakes, namkeen and like items at the prices more than MRP by overwriting on the packets or hiding the price information with marker. They are also refusing to issue cash memos if demanded by the consumers. Surprisingly the retailers also pretending to be not bothered even if someone states of complaining against them
6	Ref. No. .IIPA/SCHKRM/LM/2015 Dt. 02/07/2015	<b>AS, DCA CEO, FSSAI</b>	Complaint of Britannia Good Day Biscuit in violation of Legal Metrology (Packaged Commodities), Rule, 2011 (2 <sup>nd</sup> July 2015).- One of the consumer activist has shared with IIPA a wrapper of Britania Good Day biscuit packet reflecting packing to in violation of the Legal Metrology (Packaged commodities Rule, 2011. The said rules in its second schedule at S.No.3 stipulate the packing of the biscuit to be in standard packing of 25g, 50g, 75g, 100g, 150g, 200g, 250g, 300g and thereafter in multiples of 100g up to 1kg.
<b>LPG</b>			
7	Ref. no. IIPA/SCHKRM/LPG/2015 Dt . 15/07/2015	<b>AS, DCA</b>	Change in IVR system in booking for LPG refill resulting in giving up subsidy- Issue taken up with Department of Consumer Affairs (15 <sup>th</sup> July 2015) - The news item appearing in a local newspaper "Haribhoomi News" Panipat bringing out a story that consumers who are booking LPG refilling cylinder have to forego subsidy due to wrong pressing of key in the IVR at the time of booking refill. The IVR system earlier being used has a first option to press "1" for booking refill. Now the IVR system has been introduced with a first option to press "0" to give up subsidy



**MRP**

8	31-Aug-15	<b>sales@haldiram.com</b>	Based on the complaint escalated by the portal, Haldiram stopping charging service tax. But not chargeable for a take away item. (31 <sup>th</sup> August 2015)- Excess charging of service tax on takes away order at Haldiram, Crown Interiorz, and Faridabad- Invoice no.99142 dtd.29/08/2015. Portal raised the point that as per the Service Tax Rule, the service tax is not chargeable for a take away item.
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## **Other activities**

1. Session on “Telecom Service and Consumers” in 18<sup>th</sup> training of trainers programme for the faculty members of training institutions on consumer welfare held at IIPA on 29<sup>th</sup> July 2015
2. Session on” Telecom & Consumer” in 88<sup>th</sup> Orientation training programme for the presidents and members of the district consumer forum held at IIPA on 3<sup>rd</sup> September 2015
3. Session on “” Telecom & Consumer” in 89<sup>th</sup> Orientation training programmer for the presidents and members of the district consumer forum held at IIPA on 17<sup>th</sup> September 2015

## **Knowledge Creation:**

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

1. Acts and regulations of various services.
2. Sector wise FAQs
3. Consumer advisories
4. Quarterly Newsletter “Consumer Connect”
5. Monthly “Consumer Bulletin”
6. FOPs and the benchmark of services wherever specified
7. Contact details of service providers
8. Newspaper Reports (246 NOs) on consumer issues.

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