



सत्यमेव जयते
Government of India



STATE CONSUMER HELPLINE KNOWLEDGE RESOURCE MANAGEMENT PORTAL (SCHKRMP)

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

OVERVIEW OF ACTIVITIES (APRIL – JUNE 2018)

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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, *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, New Delhi. 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 license 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 operation through 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 25 States, consumer helplines of 19 States are using the common IT platform for registering the calls and using knowledge database. Currently 19 States are on board with IIPA using centralized IT platform and knowledge database.

States on Board

Sl.No.	State Name	Sl.No.	State Name
1	Andhra Pradesh	11	Odisha
2	Assam	12	Puducherry
3	Bihar	13	Rajasthan
4	Gujarat	14	Tamil Nadu
5	Haryana	15	Telangana
6	Himachal Pradesh	16	Tripura
7	Jharkhand	17	Uttar Pradesh
8	Madhya Pradesh	18	Uttarakhand
9	Maharashtra	19	West Bengal
10	Mizoram		

Currently, total number of States having signed License Agreement with IIPA to share IT Portal stands at 25. The list of the States who have signed license Agreement with IIPA to share the centralized IT Portal is given below:

Sl. No.	State/ UT Name	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		

Status of licence agreement for integration with IT portal and issues

States like **Maharashtra and Odisha are yet to sign the licenses agreement** formally with IIPA to share IT Portal. However the helplines have been functioning and are duly integrated with the IT Portal. The consumer helpline at Odisha seems to be non-operational for the past two years as no calls are being reported on IT Portal. Similarly the States of Andhra Pradesh, Arunachal Pradesh, Andaman & Nicobar, Chhattisgarh, Kerala and Karnataka **despite having signed the license Agreement with IIPA are not reflecting any data of call registration** indicating that either the helplines are **not functioning** in these States or they might be **using their own software**. An intervention of Department of Consumer Affairs was earlier sought vide letter No. IIPA/SCHKRMP/SCH/2016 dated 06/09/2016.

Intermittently helpline: The States of Bihar, Himachal Pradesh, Madhya Pradesh, Mizoram, Odisha, Rajasthan, Tamil Nadu and Uttar Pradesh have been running the helpline intermittently.

Non-release of grant: 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. was considering restructuring** and awarding of contract for functioning of Consumer Helpline.

Helpline networking concern: While the Govt. of Rajasthan has now resumed the functioning of helpline, however, the calls being reported are just 17 which is negligible as compared earlier years. Government of Punjab and Karnataka have not yet networked their helpline with IT Portal despite imparting training to staff at IIPA and having signed the License Agreement to share IT Portal for complaint registration and use of knowledge database.

Not signed in License Agreement: The States of Uttarakhand, Assam, Dadra Nagar & Haveli, Daman & Diu, Lakshadweep, Meghalaya, Nagaland and Sikkim are yet to sign the License Agreement with IIPA to share IT Portal. Department of Consumer Affairs was requested for an intervention vide letter No. IIPA/SCHKRMP/SCH/2015 dated. 18/12/2015 and IIPA/SCHKRMP/SCH/2016 dated. 05/09/2016.

The consumer Helpline at Sikkim has been regularly sending reports in hard copy as they are not using the centralized software despite pursuing the matter with State Government. The Helpline has been receiving **5 to 6 complaints in a month** on an average.

Other issues: The State of Uttarakhand has yet to sign the agreement as their Web Manager was deputed for 2 days training to IIPA on 24-25 October 2016 for usage of IT Portal. After the training, the helpline has started using IT Portal for registration of consumer calls, advice / assistance and guidance using knowledge data base of IT Portal. The helpline is being provided telephonic support whenever sought by the web manager.

Statistical Report on Complaints/Calls received by SCHs:

The State Consumer Helplines receive calls from the consumers through telephone normally on state specific 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. 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 period under review is given in Table 1.

Table1: Calls Received by Various State Helplines

Sl. No	State Name	Call Received			
		Apr-18	May-18	Jun-18	Total April-June 2018
1	ANDHRA PRADESH	0	3	0	3
2	ASSAM	1	1	1	3
3	BIHAR	3	1	1	5
4	GUJARAT	1098	983	653	2734
5	HARYANA	612	598	516	1726
6	HIMACHAL PRADESH	0	0	1	1
7	JHARKHAND	930	1180	1132	3242
8	MADHYA PRADESH	4	9	3	16
9	MAHARASHTRA	257	318	318	893
10	MIZORAM	0	0	0	0
11	ODISHA	0	1	1	2
12	PUDUCHERRY	0	0	0	0
13	RAJASTHAN	268	275	247	790
14	TAMIL NADU	3	1	1	5
15	TELANGANA	1994	1678	1735	5407
16	TRIPURA	1	6	3	10
17	UTTAR PRADESH	121	198	146	465
18	UTTRAKHAND	5	0	2	7
19	WEST BENGAL	547	585	671	1803
	Total	5844	5837	5431	17112

Figure1: Calls Received by Various State Helplines (Graph)

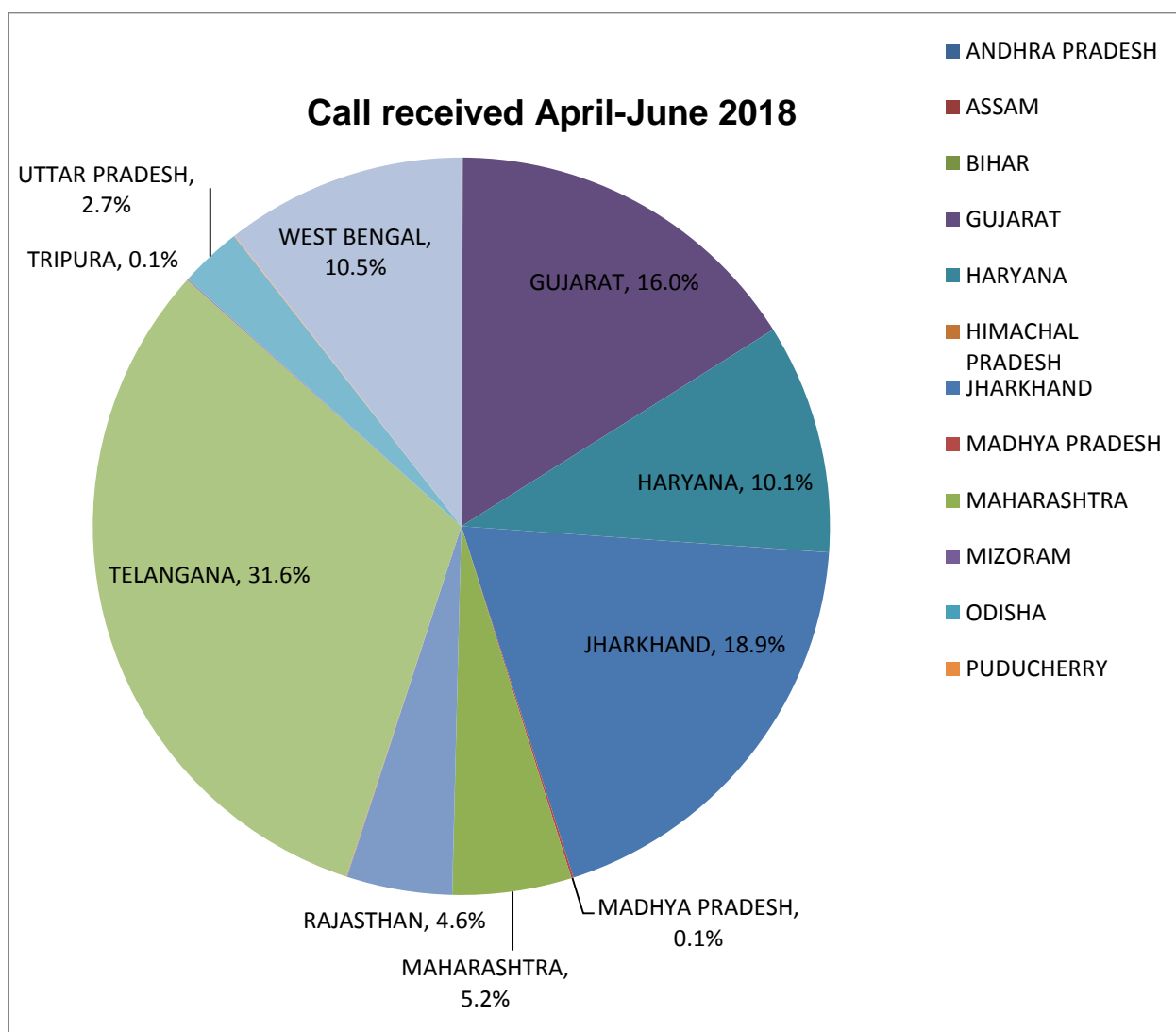


Table 2: Top 5 States- Calls Received during April-June 2018

Sl. No.	STATES	Apr-18	May-18	Jun-18	Total April-June 2018
1	TELANGANA	1994	1678	1735	5407
2	JHARKHAND	930	1180	1132	3242
3	GUJARAT	1098	983	653	2734
4	WEST BENGAL	547	585	671	1803
5	HARYANA	612	598	516	1726

The sector wise list of calls received during the reporting period i.e April-June 2018 is given in Table 3:

Table 3: Sector Wise Distribution of Calls

Sl. No.	Industry Name	April - 18	May - 18	June - 18	Total April-June 2018
1.	PUBLIC DISTRIBUTION SYSTEM	1770	2043	1831	5644
2.	NATIONAL FOOD SECURITY ACT	932	777	850	2559
3.	BANKING	121	121	98	340
4.	DOMESTIC APPLIANCES	79	101	140	320
5.	TELECOM	85	97	130	312
6.	E COMMERCE	80	111	85	276
7.	PETROLEUM LPG PNG CNG	131	38	38	207
8.	REAL ESTATE	68	76	63	207
9.	LEGAL METROLOGY	65	58	67	190
10.	INSURANCE	60	56	61	177
11.	ELECTRICITY	43	62	71	176
12.	GAS LPG	52	48	62	162
13.	AUTOMOBILE	49	51	54	154
14.	FOOD AND SUPPLY	39	47	35	121
15.	FINANCE	26	32	29	87
16.	BROADCASTING AND CABLE SERVICES	24	24	26	74
17.	EDUCATION	20	16	37	73
18.	POSTAL	18	25	25	68
19.	FOOD AND BEVERAGES	17	12	15	44
20.	MEDICAL NEGLIGENCE	16	14	11	41
21.	TRANSPORT	6	9	20	35
22.	TOURISM	6	10	11	27
23.	AADHAAR CARD	8	6	10	24
24.	AIRLINES	4	4	3	11
25.	ADVERTISEMENT	5	0	4	9
26.	RAILWAYS	2	5	1	8
27.	OTHERS	973	1050	901	2924

While more than 56% calls reported by the helplines are pertaining to Public Distribution System and Food Security Act, almost 16% calls are from consumers complaining about Banking, Telecom, Domestic Appliances, E-commerce, Petroleum and LPG, Real Estate, Legal Metrology, Electricity and Insurance.

Figure2: Sector Wise Distribution of Calls (Graph)

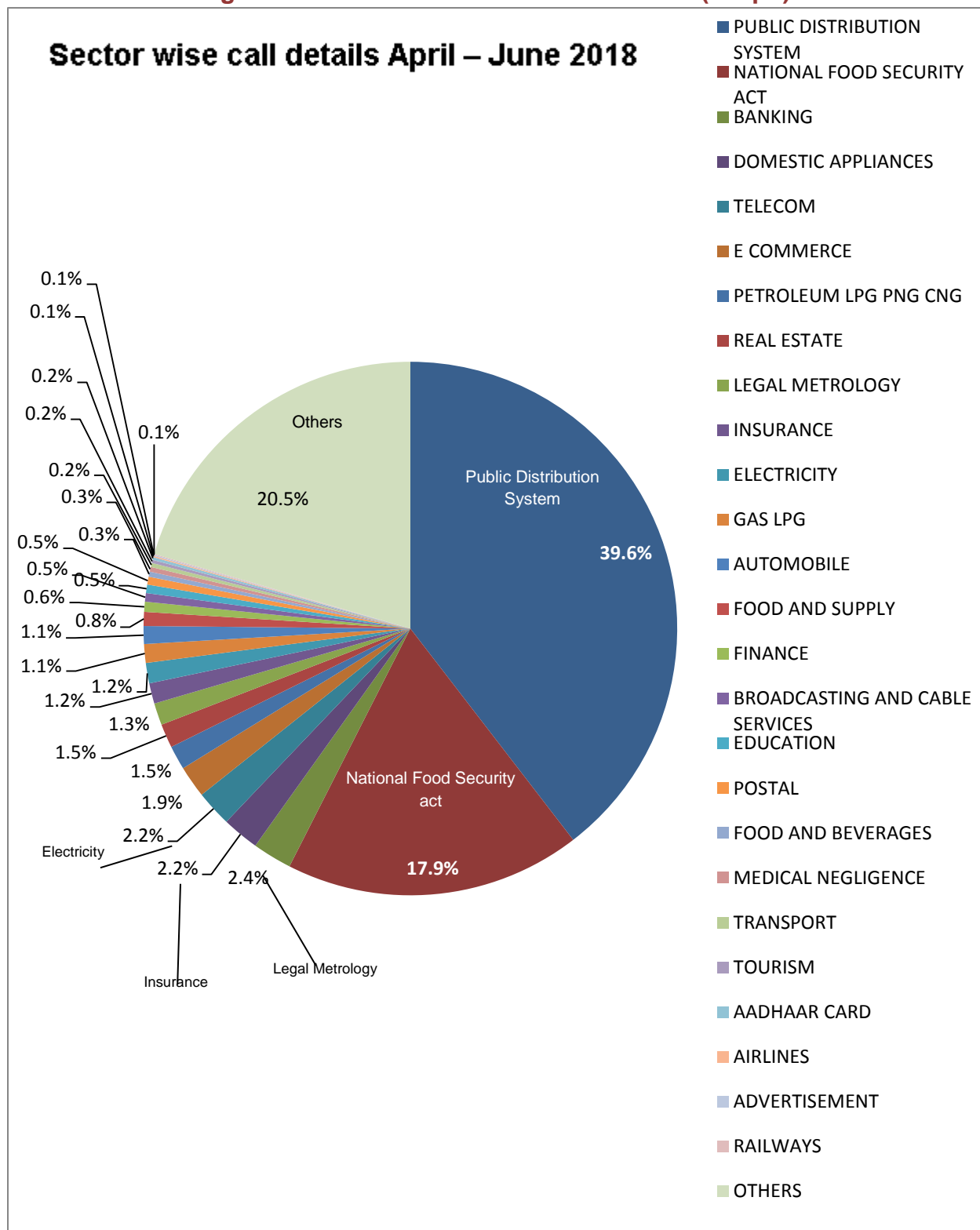
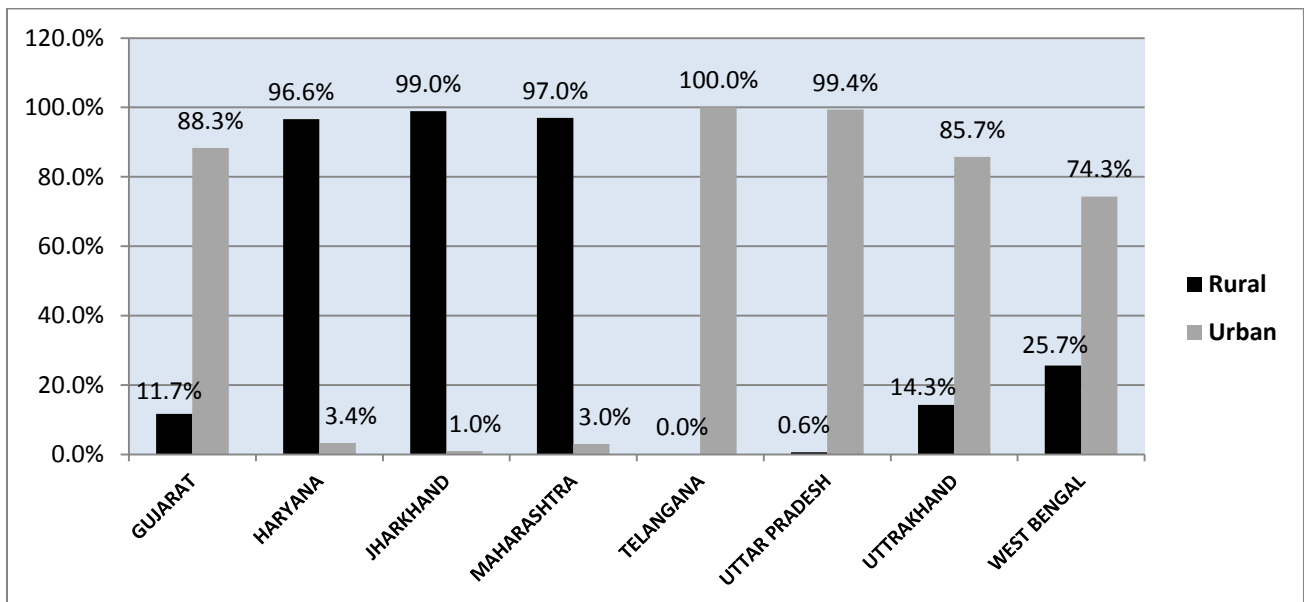


Table 4: Location (Urban and Rural) wise call details: April – June 2018

Sl. No	State Name	Rural		Urban	
		Calls	Percentage	Calls	Percentage
1.	GUJARAT	320	11.7%	2414	88.3%
2.	HARYANA	1666	96.6%	58	3.4%
3.	JHARKHAND	3208	99.0%	34	1.0%
4.	MAHARASHTRA	866	97.0%	27	3.0%
5.	TELANGANA	0	0.0%	5407	100.0%
6.	UTTAR PRADESH	3	0.6%	462	99.4%
7.	UTTRAKHAND	1	14.3%	6	85.7%
8.	WEST BENGAL	463	25.7%	1340	74.3%

Figure 3: Location (Urban and Rural) wise call details: April – June 2018 (Graph)



The States of Haryana, Jharkhand and Maharashtra have more outreach to the consumers from rural areas. While these States have reported more than 90% calls from rural areas, the states of Gujarat and West Bengal have reported 11.7% and 25.7% calls respectively from rural consumers.

Table 5: Registration of calls & Status of Complaints handled by SCHs: April-June 2018

State Details		April, 2018				May, 2018				June, 2018			
Sl. No	State Name	Call Received	Complaint Received	Solved	Pending	Call Received	Complaint Received	Solved	Pending	Call Received	Complaint Received	Solved	Pending
1.	ANDHRA PRADESH	0	0	0	0	3	3	0	3	0	0	0	0
2.	ASSAM	1	1	0	1	1	1	0	1	1	1	0	1
3.	BIHAR	3	3	0	3	1	1	0	1	1	1	0	1
4.	GUJARAT	1098	118	20	98	983	72	30	42	653	33	17	16
5.	HARYANA	611	14	7	7	598	13	6	7	515	16	2	14
6.	HIMACHAL PRADESH	0	0	0	0	0	0	0	0	1	1	0	1
7.	JHARKHAND	930	0	0	0	1180	0	0	0	1132	0	0	0
8.	MADHYA PRADESH	4	4	0	4	9	9	0	9	3	3	0	3
9.	MAHARASHTRA	257	108	63	45	318	151	12	139	318	163	1	162
10.	MIZORAM	0	0	0	0	0	0	0	0	0	0	0	0
11.	ODISHA	0	0	0	0	1	1	0	1	1	1	0	1
12.	PUDUCHERRY	0	0	0	0	0	0	0	0	0	0	0	0
13.	RAJASTHAN	265	129	48	81	261	177	45	132	247	169	7	162
14.	TAMIL NADU	3	3	0	3	1	1	0	1	0	0	0	0
15.	TELANGANA	1994	24	0	24	1678	42	0	42	1735	45	0	45
16.	TRIPURA	1	1	0	1	6	4	2	2	3	3	0	3
17.	UTTAR PRADESH	121	7	3	2	198	6	5	1	146	5	4	0
18.	UTTRAKHAND	5	5	4	1	0	0	0	0	2	2	0	2
19.	WEST BENGAL	547	6	0	4	585	3	0	3	671	8	1	7
TOTAL		5840	423	145	274	5823	484	100	384	5429	451	32	418

Capacity Building of State Consumer Helplines

IIPA has been imparting training to the Helpline Staff 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 programmes despite inviting nominations for training. IIPA has conducted 10 training programmes so far with a total participation of 276 personnel from 32 States/ UTs. In addition to the 10 training programmes conducted so far at IIPA, New Delhi, the Portal has also extended hand- holding support at site to the helplines at Bihar, Chandigarh (UT), Delhi, Haryana, Himachal Pradesh, Punjab, Rajasthan, Uttar Pradesh and Uttarakhand.

The last training programme i.e. 10th training programme was conducted at IIPA during 7th-9th June 2016. A Training Programme was also organized at the Portal during October 24-25, 2016 for the Web Manager/ Advisor recruited by Uttarakhand State Consumer Helpline. The training programme included topic on Consumer Empowerment and role of State Consumer Helpline, overview of consumer sectors like Banking, Insurance, Electricity, Telecom and Domestic Appliances, Legal Metrology. The participants are also acquainted with first-hand information to get exposure to the IT Portal software and knowledge database for the effective running of the State Consumer Helpline.

SCHKRMP recently conducted 1st Training Programme for Coordinators and Advisors of Zonal Consumer Helplines on Consumer Protection and Consumer Welfare during September 27-29, 2017. With a view to cater the needs of the consumers in different regions of the country in the regional languages of the states, Department of Consumer Affairs had planned to set up six Zonal Consumer Helpline (ZCH) at Ahmedabad ,Bengaluru, Guwahati, Jaipur, Kolkata and Patna. These consumer helplines would be using the centralized software "INGRAM".

The Portal also provided hand holding support to Zonal Consumer Helpline at Ahmedabad and Kolkata for 5 days at each location. A total of 21 advisors were trained during the hand holding support from 14th to 18th November 2017 and 21st to 25th November 2017 respectively. An updated list of the details of the training programmes conducted so far is given in Table 6.

Table 6: Training Programme for Coordinators & Advisors of State Consumer Helpline

Sr. No.	State Name	1st Training Programme (7-11 Feb, 2011)	2nd Training Programme (14-18 March, 2011)	3rd Training Programme (1-5 Aug, 2011)	4th Training Programme (23-27 April, 2012)	5th Training Programme (26-28 Feb, 2013)	6th Training Programme (04-06 Sept, 2013)	7th Training Programme (03-05 Feb, 2014)	8th Training Programme (Training Schedule on 17-19 Dec, 2014)	9th Training Programme of GSK (24-26 Aug, 2015)	10th Training Programme of GSK (7-9 June, 2016)	1st Training Programme of ZCH (27-29 Sept, 2017)	Handholding support of SCH and GSK	Handholding support of ZCH, Gujarat (14-18 Nov, 2017) and Kolkata (21-25 Nov, 2017)	Total Trainings
1	Andaman-Nicobar					√	√								2
2	Andhra Pradesh	√				√									2
3	Arunachal Pradesh		√							√					2
4	Assam				√							√			2
5	Bihar	√	√									√	√		5
6	Chandigarh												√		1
7	Chhattisgarh				√	√									2
8	Dadra Nagar Haveli														0
9	Daman & Diu					√									1
10	Delhi							√				√			2
11	Goa					√									1
12	Gujarat		√					√	√		√	√	√	√	5
13	Haryana	√			√		√		√				√		5

14	Himachal Pradesh			√	√			√	√				√		5
15	Jammu & Kashmir														0
16	Jharkhand				√	√					√				3
17	Karnataka		√		√	√		√		√	√	√			7
18	Kerala								√						1
19	Lakshadw														0
20	Madhya Pradesh			√											1
22	Manipur					√			√						2
24	Mizoram			√											1
27	Puducherry				√		√		√						3
30	Sikkim	√	√					√							3
32	Telangana								√	√					2
34	Uttar Pradesh	√				√		√					√		4
36	West Bengal	√					√			√	√	√		√	6
	Total No. of Participants	27	18	20	22	24	22	17	18	35	14	20	79	21	337

Consumer Advocacy

The Portal has been raising advocacies pertaining to consumer issues to the respective stakeholders. The following issues have been raised during the quarter April-June 2018 through debates on CNBC Awaz, Pahredaar.

Unfair business practices and deficiency by Holiday Package operators

The increasing trends of issues pertaining to “unfair business practices and deficiency” Companies adapting several insufficiency such as acknowledging complaints or resolving consumer issues, un-willingness to refund, which cannot be overlooked.

Country Club, Mountain Club and Make Mytrip.com developed such kind of unfair business practices and deficiencies in services as several consumers complained which the Project Manager **Mr. S.K. Virmani** of the portal stressed in a discussion on CNBC AWAZ (Pahredaar) on 30th May 2018.

- Companies must meet the criteria set by the Consumer Act in order for them to clearly carry out the provisions of resolving consumer issues, continually updated and modified as the understanding of risks increases and new tendencies to trouble consumers are developed.
- Any consumer can lodge complaints at consumer court or in civil court
- Written complaints are basic tool, without such documents companies can deny on consumers claims
- Consumers should keep evidence (written) of every promises made by companies
- Such written records can go against company and consumer can get justice accordingly like refund, interest etc. according to consumer Act
- Company supposed to find suitable solution of the consumer, but when companies dupes consumer in the name of cheap offers, which need to be exposed by victims

Knowledge Database:

- Acts and Regulations of various services like Airlines, Banking, Broadcasting and Cable Services, Consumer Protection Act, Education, Electricity, Food and Supply, Insurance, Legal Metrology, Petroleum LPG, PNG, CNG, Postal, Real Estate, Regulatory, Right To Information, Standards, Telecom, Taxes and others
- Consumer Advisories like Aadhaar card, Airline Passengers, Banking, Complaint Redressal in Insurance Sector, Credit/Debit Card Users, Cancellation of Railway Tickets booked at PRS counters, Digitization of Cable TV through Digital Addressable System (DAS), Electricity, E- Commerce, Guaranteed Standard Of Performance for supply of electricity in various states, Insurance Policies- Discharge your Responsibilities and Assert your Rights, LPG Consumers, Online Shopping, PAN Card, Procedure for making insurance claims, Specimen format for filing Consumer Case, Telecom, Visit to Heritage places and Monuments, When Buying Property, PNG Domestic Consumer, Health Insurance (Medi-claim), LPG Safety and Insurance, Digital Transactions, Cyber Security
- Consumer Connect a Quarterly Newsletter
- Monthly Consumer Bulletin
- Quarterly Statistical Report on Overview of Activities
- Monthly Statistical Report
- Sector wise FAQs
- Newspaper Reports of consumer concerns (4630)