



सत्यमेव जयते  
Government of India



**State Consumer Helpline  
Knowledge Resource Management Portal**

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

**OVERVIEW OF ACTIVITIES  
(JANUARY – MARCH 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. 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 25 States, consumer helplines of 18 States are using the common IT platform for registering the calls and using knowledge database. Currently 18 States are on board with IIPA using centralized IT platform and knowledge database.

### States on board

1	Andhra Pradesh	10	Odisha
2	Bihar	11	Puducherry
3	Gujarat	12	Rajasthan
4	Haryana	13	Tamil Nadu
5	Himachal Pradesh	14	Telangana
6	Jharkhand	15	Tripura
7	Madhya Pradesh	16	Uttar Pradesh
8	Maharashtra	17	Uttarakhand
9	Mizoram	18	West Bengal

The Govt. of Assam has now signed an agreement with IIPA to share the IT Portal. With this 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		

Even though the helplines functioning in the States of Maharashtra and Odisha are duly integrated with IT Portal but these States have not yet signed the licenses agreement formally with IIPA to share IT Portal.

Similarly the States of Andhra Pradesh, Arunachal Pradesh, Andaman & Nicobar, Chhattisgarh, Kerala and Karnataka despite having signed the Licence 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.

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. Govt. of Rajasthan has now resumed its functioning through another NGO. 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 Licence Agreement to share IT Portal for complaint registration and use of knowledge database

The States of Uttarakhand, Assam, Dadra Nagar & Haveli, Daman & Diu, Lakshadweep, Meghalaya, Nagaland and Sikkim are yet to sign Licence 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. The Helpline has been receiving 5 to 6 complaints in a month on an average. While the State of Uttarakhand has not signed the agreement yet, 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, advise / assistance and guidance using knowledge data base of IT Portal. The helpline is being provided telephonic support to handle various day to day situations.

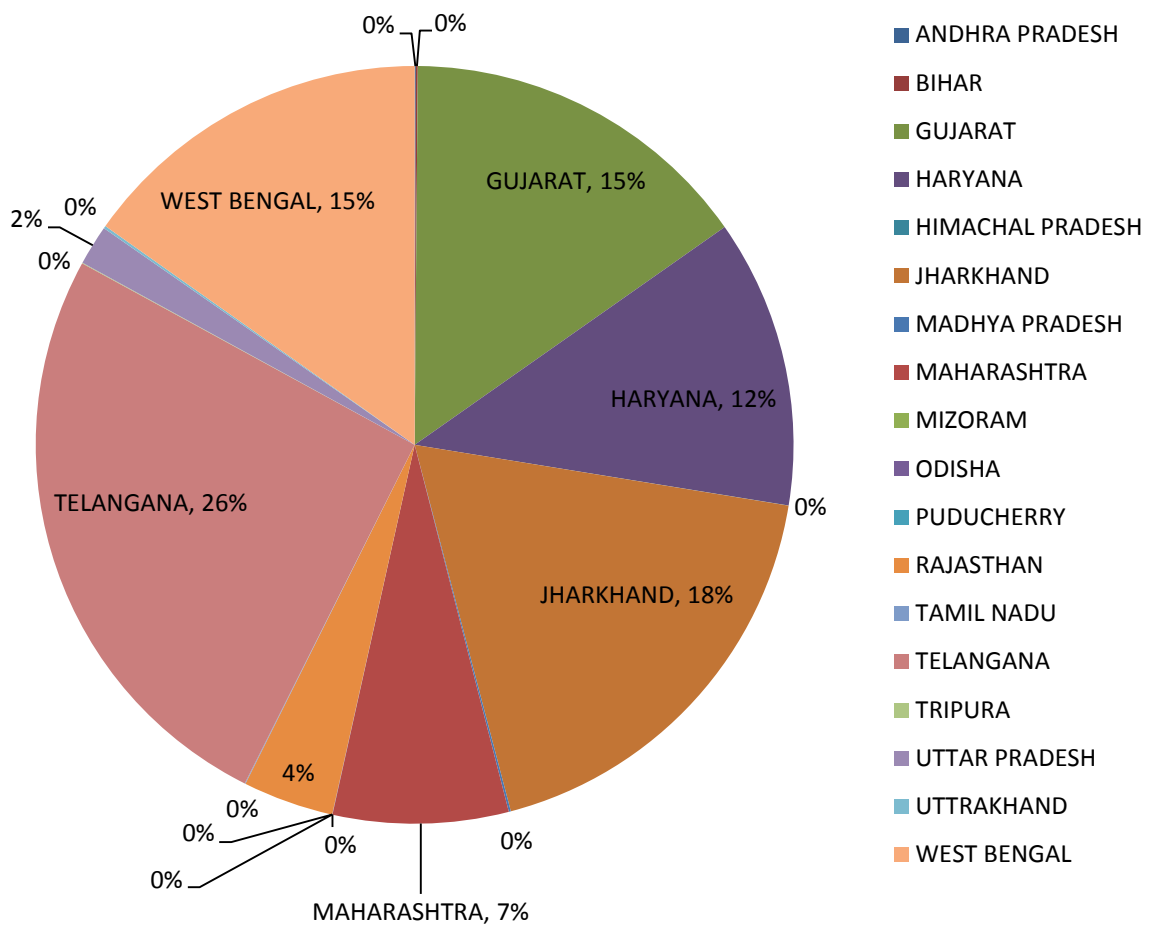
### **Statistical Report on Complaints/Calls received by SCHs:**

The State Consumer Helplines receive calls from the consumers through telephone normally on 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:

**States Wise Calls Report: January– March, 2018**

S.No	State Name	Call Received January'18	Call Received February'18	Call Received March'18
1	ANDHRA PRADESH	5	1	1
2	BIHAR	1	2	8
3	GUJARAT	1007	780	293
4	HARYANA	530	645	518
5	HIMACHAL PRADESH	0	1	0
6	JHARKHAND	940	1001	583
7	MADHYA PRADESH	3	5	4
8	MAHARASHTRA	405	341	283
9	MIZORAM	0	0	0
10	ODISHA	2	0	0
11	PUDUCHERRY	0	0	0
12	RAJASTHAN	16	332	185
13	TAMIL NADU	1	1	2
14	TELANGANA	1226	1192	1097
15	TRIPURA	1	2	1
16	UTTAR PRADESH	181	33	21
17	UTTRAKHAND	9	4	2
18	WEST BENGAL	758	618	715
	<b>Total</b>	<b>5085</b>	<b>4958</b>	<b>3713</b>

## Calls Received January -March, 2018

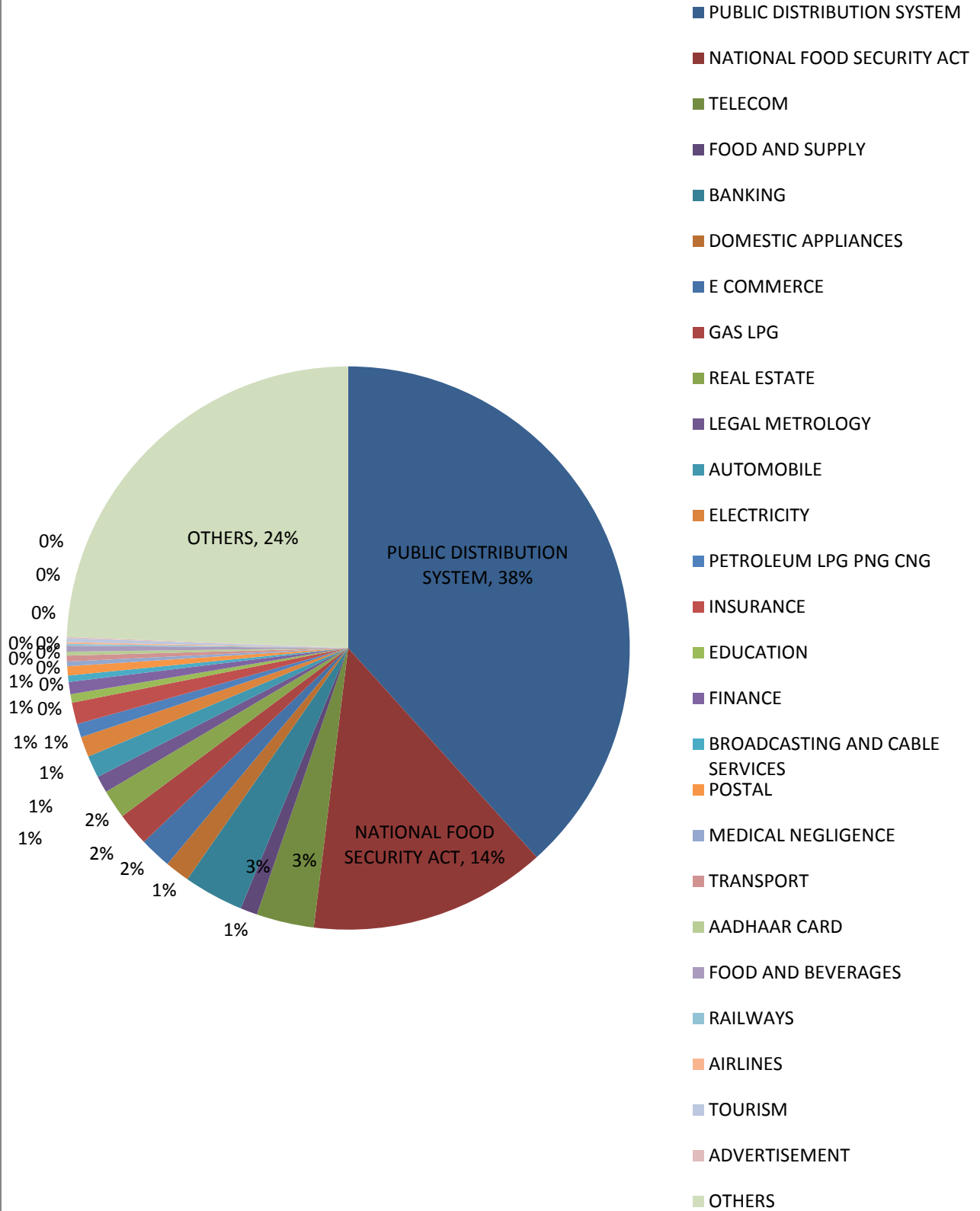


The sector wise list of calls received during the month of January to March, 2018 is given below:

**Sector Wise Calls Received (January – March, 2018)**

<b>S.No</b>	<b>Industry Name</b>	<b>Calls Received January,2018</b>	<b>Calls Received February, 2018</b>	<b>Calls Received March, 2018</b>
1	PUBLIC DISTRIBUTION SYSTEM	1653	1842	1145
2	NATIONAL FOOD SECURITY ACT	657	537	456
3	TELECOM	168	142	90
4	FOOD AND SUPPLY	47	46	25
5	BANKING	132	136	149
6	DOMESTIC APPLIANCES	80	48	44
7	E COMMERCE	107	65	49
8	GAS LPG	83	79	68
9	REAL ESTATE	83	49	68
10	LEGAL METROLOGY	63	37	17
11	AUTOMOBILE	57	62	35
12	ELECTRICITY	58	44	39
13	PETROLEUM LPG PNG CNG	49	32	13
14	INSURANCE	48	57	45
15	EDUCATION	19	26	14
16	FINANCE	33	25	27
17	BROADCASTING AND CABLE SERVICES	16	18	10
18	POSTAL	32	14	18
19	MEDICAL NEGLIGENCE	16	6	10
20	TRANSPORT	14	14	13
21	AADHAAR CARD	6	10	11
22	FOOD AND BEVERAGES	13	15	13
23	RAILWAYS	7	3	3
24	AIRLINES	6	3	3
25	TOURISM	13	5	9
26	ADVERTISEMENT	4	1	3
27	OTHERS	1163	929	859

# Sector Wise Calls Details January-March, 2018





## **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. 10<sup>th</sup> training programme was conducted at IIPA during 7<sup>th</sup>-9<sup>th</sup> 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. The participant Smt. Amarin Nakvi was acquainted with first-hand information and also got exposure to the IT Portal software and knowledge database for the effective running of the State Consumer Helpline.

SCHKRMP recently conducted 1<sup>st</sup> 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". Zonal helpline have been allocated States/UTs to be covered by each helpline and each helpline will be having 10 consumer desks. 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 14<sup>th</sup> -18<sup>th</sup> November 2017 and 21<sup>st</sup> to 25<sup>th</sup> November 2017 respectively. An updated list of the details of the training programmes conducted so far is given at page Nos. 10 and 11.

### **Online Complaints:**

The IT Portal facilitates the consumers to register their complaints online giving them an access on 24x7 basis. A number 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. These State Consumer Helplines take suitable action on such dockets. The complaints for those States which are not using IT Portal are downloaded and are regularly transmitted electronically to respective States to take appropriate steps. While forwarding such complaints electronically, the States are also being requested to join the IT Portal. However, the

States who either do not have functioning helpline are yet to be networked with IT Portal are not responding back to IIPA on these online complaints.

The following table provides the number of online complaints registered for these States which are yet to use our IT Portal. However, there was no feedback from these States on the complaints forwarded earlier to them for appropriate action.

<b>Online Complaint During January – March 2018</b>		
<b>S.No</b>	<b>State Name</b>	<b>Call Received</b>
1	BIHAR	11
2	DAMAN & DIU	0
3	GUJARAT	13
4	HARYANA	4
5	JAMMU AND KASHMIR	1
6	JHARKHAND	2
7	KARNATAKA	9
8	KERALA	2
9	MADHYA PRADESH	12
10	MAHARASHTRA	21
11	NCT DELHI	81
12	PUNJAB	3
13	RAJASTHAN	34
14	TAMIL NADU	4
15	TELANGANA	60
16	TRIPURA	0
17	UTTAR PRADESH	17
18	WEST BENGAL	13
	<b>Total</b>	<b>287</b>

**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 and 1st training programme of GSK (Training Schedule on 24-26, Aug, 2015)	10th Training Programme and 2nd training programme of GSK (Training Schedule on 7-9, June, 2016)	1st Training Programme of ZCH(Training Schedule on 27-29, Sept., 2017)	Hand-Holding Support of SCH and GSK	Hand Holding Support of ZCH Gujarat(14-18 Nov, 2017) and Kolkata(21-25, Nov 2017)	Training
1	Andaman Nicobar					✓	✓								2
2	Andhra Pradesh	✓				✓									2
3	Arunachal Pradesh		✓							✓					2
4	Assam				✓							✓			2
5	Bihar	✓	✓								✓	✓	✓		5
6	Chandigarh												✓		1
7	Chattisgarh				✓	✓									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	Lakshadweep														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			✓			✓		✓		✓	✓	✓		6
30	Sikkim	✓	✓					✓							3
31	Tamil Nadu				✓				✓	✓					3
32	Telangana								✓	✓					2
33	Tripura				✓					✓					2
34	Uttar Pradesh	✓				✓		✓					✓		4
35	Uttarakhand								✓				✓		2
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 January-March 2018.

**1. Charging of taxes by Home Saaz Faridabad:** The Portal came across an advertisement/ display during January 2018 in the show room of Home Saaz at Faridabad announcing sale at 40%. However the show room was charging tax after discounting the prices by 40% discount. It was also found that the show room was misleading the perspective buyers that the retailer has the notification for charging of tax on discounted revised MRP. However, the show room failed to produce the copy of the stated notification. Govt. of Haryana was requested to intervene in the matter. During the first inspection, the Legal Metrology, Haryana could not find any irregularities in the transactions as the records pertaining to no-discount period were offered for inspections. The LM officials were again persuaded to verify the records pertaining to the period of discount i.e 25-27 January 2018. The officials could retrieve the relevant records and accordingly challaned the Home Saaz. Earlier also, with the help of Govt. of Haryana, the Portal could get Ritu Wears and few other retailers challaned for the similar offences. The Portal has drawn the attention of Department of Consumer Affairs as a follow up on various communications/reports earlier taken up vide letter No. IIPA/SCHKRMP/LegalMetrology/2018 dtd. 12/03/2018 for considering issue of a notification in this regards and taking any other appropriate action as may be required.

**2. Charging of taxes in Uttar Pradesh and Karnataka:** The similar practices of charging taxes on discounted MRP as stated in point No.1 came to the notices of the Portal from the State of Uttar Pradesh and Karnataka. The issues were earlier escalated to State Controller of Uttar Pradesh and Karnataka. The follow up action continued as the appropriate action were yet to be taken by these Controllers. Department of Consumer Affairs has been kept informed about such business practices prevailing across the country.

**3. Charging of transaction fee for making payment through debit/credit cards, internet banking:** Dakshin Haryana Bijli Vitran Nigam Ltd. (DHBVN), a PSU company under Govt. of Haryana have been charging transaction fee from the consumers for making payment through debit cards/ credit cards or the cash wallets and internet banking. The Portal has been escalating various authorities like, RBI, Govt. of Haryana, Department of Consumer Affairs as well as the company itself and also the social media. After a lot of follow up on the issue the company has withdrawn all charges of transaction fee for making payments through such instruments. Department of Consumer Affairs has been intimated vide letter No. IIPA/SCHKRMP/Electricity/2018 dtd. 28/02/2018.

**4. Disproportionate cancellation fee by Airlines:** The Portal has come across a complaint regarding huge fee being charged by Airlines for cancellation of air tickets. The fee in some of the cases is even exceeding the basic fare of the tickets. DGCA regulations mandate Airlines

not to charge cancellation fee in excess of the basic fare. The Department of Consumer Affairs has also been requested vide letter No. IIPA/SCHKRMP/Airlines/2018 dtd. 13/03/2018 to intervene for appropriate escalation to DGCA for rationalization of cancellation fee/ rescheduling charges and removal of preferential seat allocation fee. A petition to DGCA was also raised by the Project Manager on social media for appropriate intervention on rationalization of fee under these heads. 483 people have already signed the petition.

**5. Charging of taxes on discounted sale prices:** All the State Consumer Helplines have been advised through email to increase the awareness on such business practices and work out a working arrangement with their Controller of Legal Metrology so that such complaints could be taken up immediately for appropriate penal action. It is to state that the Project Manager had earlier conducted two workshops in Haryana in association with State Consumer Helpline at Haryana and such steps in challaning the retailers could be successfully worked out with the Controllers and Inspectors.

### **3. Knowledge database:**

- Acts and Regulations of various services like Legal Metrology, The Real Estate (regulation and development) Act, 2016, Electricity, Education, Goods and Service Tax, Taxes, etc.
- Consumer Advisories like Health Insurance, LPG Safety and Insurance, Cyber Security, Digital Transactions, and Telecom etc.
- Consumer Connect a quarterly Newsletter and monthly news bulletin.
- Frequent Occurring Problems and benchmark of services wherever specified.
- Contact details of service providers.
- Sector wise FAQs (1780 Nos.).
- Citations on Airlines, Legal Metrology, Insurance, Telecom, And Motor Accident Claim Tribunals etc.
- Newspaper reports of consumer concern (4397).