



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 (JULY – SEPTEMBER 2018)**

**CENTRE FOR CONSUMER STUDIES  
INDIAN INSTITUTE OF PUBLIC ADMINISTRATION  
I.P. Estate, Ring Road, New Delhi- 110002  
Email- [schkrmp.iipa@gmail.com](mailto:schkrmp.iipa@gmail.com)  
Telefax – 011-23705054**

**Website: [www.consumeradvice.in](http://www.consumeradvice.in), [www.consumereducation.in](http://www.consumereducation.in)**

## 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.

The website has been updated by uploading interesting cases being handled by State Consumer Helpline as well the website has also been provided new feature of multilingual dissemination of information and knowledge database.

### **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 automatically to the respective states from where the complaints are originated.

While consumer helplines are working in 25 States, consumer helplines of 23 States are using the common IT platform for registering the calls and using knowledge database. Currently 23 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	13.	NCT of Delhi
2.	Assam	14.	Odisha
3.	Bihar	15.	Puducherry
4.	Chhattisgarh	16.	Punjab
5.	Gujarat	17.	Rajasthan
6.	Haryana	18.	Tamil Nadu
7.	Himachal Pradesh	19.	Telangana
8.	Karnataka	20.	Tripura
9.	Jharkhand	21.	Uttar Pradesh
10.	Madhya Pradesh	22.	Uttarakhand
11.	Maharashtra	23.	West Bengal
12.	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.	Madhya Pradesh
2.	Assam	15.	Manipur
3.	Andhra Pradesh	16.	Mizoram
4.	Arunachal Pradesh	17.	NCT of Delhi
5.	Bihar	18.	Puducherry
6.	Chandigarh (UT)	19.	Punjab
7.	Chhattisgarh	20.	Rajasthan
8.	Gujarat	21.	Tamil Nadu
9.	Haryana	22.	Telangana
10.	Himachal Pradesh	23.	Tripura
11.	Jharkhand	24.	Uttar Pradesh
12.	Karnataka	25.	West Bengal
13.	Kerala		

## 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.

The Portal had written to the State Governments of Andaman & Nicobar, Arunachal Pradesh, Assam, Bihar, Chandigarh (UT), Chhattisgarh, Himachal Pradesh, Andhra Pradesh, Karnataka, Kerala, Manipur, Mizoram, Nagaland, Odisha, Puducherry, Punjab, Sikkim, Tamilnadu, Tripura, and Uttarakhand about inadequate visibility of the helplines where either the helplines have not come up yet or the awareness seems to be inadequate reflecting poor outreach. The intervention of Department of Consumer Affairs was requested vide letter No. SCHKRMP/IIPA/2018 dtd. 27/08/2018 and letter No. IIPA/SCHKRMP/SCH/2018 dtd. 28/08/2018

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

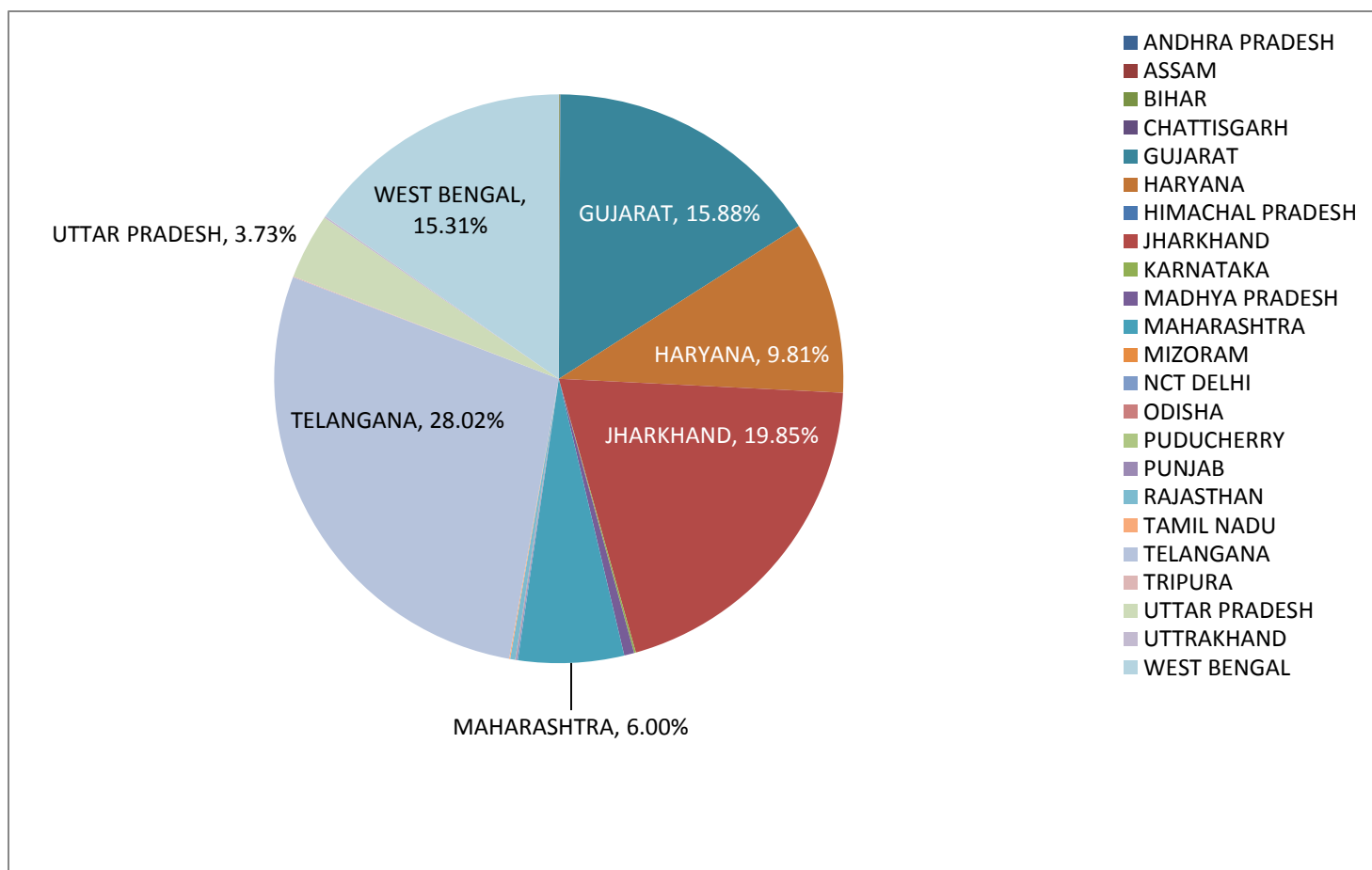
The State Consumer Helplines receive calls from the consumers through telephone normally on state specific toll free number as well as through other mode of communications like letters, emails, walk-in consumers as well as consumers logging their complaints directly on the website using online complaint 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			Cumulative Calls Received (July-Sept 2018)
		Jul-2018	Aug-2018	Sept-2018	
1	Andhra Pradesh	0	1	2	3
2	Assam	2	1	0	3
3	Bihar	4	1	3	8
4	Chhattisgarh	2	0	1	3
5	Gujarat	1083	997	904	2984
6	Haryana	538	645	660	1843
7	Himachal Pradesh	0	0	0	0
8	Jharkhand	1228	1336	1165	3729
9	Karnataka	4	10	5	19
10	Madhya Pradesh	8	3	96	107
11	Maharashtra	388	369	370	1127
12	Mizoram	0	0	0	0
13	NCT Delhi	5	3	6	14
14	Odisha	2	3	1	6
15	Puducherry	0	1	0	1
16	Punjab	2	3	2	7
17	Rajasthan	17	18	19	54
18	Tamil Nadu	1	7	3	11
19	Telangana	1803	1982	1479	5264

20	Tripura	3	1	5	9
21	Uttar Pradesh	289	194	217	700
22	Uttarakhand	9	8	1	18
23	West Bengal	1069	993	815	2877
<b>TOTAL</b>		<b>6457</b>	<b>6576</b>	<b>5754</b>	<b>18787</b>

**Figure 1: Calls Received by Various State Helplines**



**Table 2: Top 5 States- Calls Received during July-September 2018**

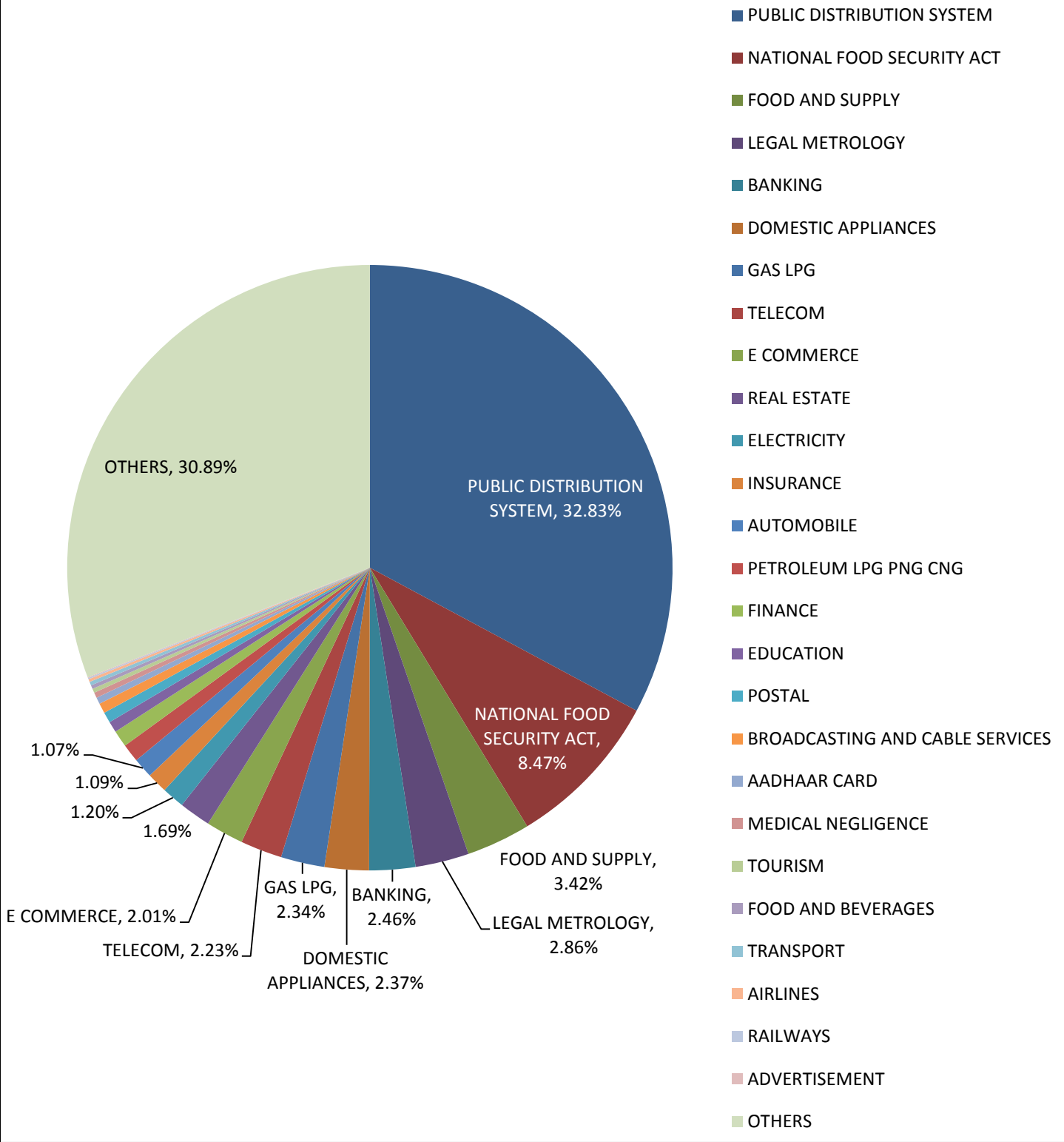
Sl. No.	States	Jul-2018	Aug-2018	Sept-2018	Total Jul-Sept 2018
1.	Telangana	1803	1982	1479	5264
2.	Jharkhand	1228	1336	1165	3729
3.	Gujarat	1083	997	904	2984
4.	West Bengal	1069	993	815	2877
5.	Haryana	538	645	660	1843

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

**Table 3: Sector Wise Distribution of Calls**

Sl. No.	Industry Name	Jul-2018	Aug-2018	Sept-2018	Total Jul-Sept 2018
1.	PUBLIC DISTRIBUTION SYSTEM	1933	1961	1727	5621
2.	NATIONAL FOOD SECURITY ACT	862	493	95	1450
3.	FOOD AND SUPPLY	68	220	298	586
4.	LEGAL METROLOGY	132	198	160	490
5.	BANKING	160	130	131	421
6.	DOMESTIC APPLIANCES	149	133	123	405
7.	GAS LPG	106	148	146	400
8.	TELECOM	141	133	107	381
9.	E COMMERCE	107	122	116	345
10.	REAL ESTATE	116	90	83	289
11.	ELECTRICITY	77	60	69	206
12.	INSURANCE	56	70	61	187
13.	AUTOMOBILE	57	62	64	183
14.	PETROLEUM LPG PNG CNG	48	59	59	166
15.	FINANCE	69	52	31	152
16.	EDUCATION	50	22	29	101
17.	POSTAL	27	39	31	97
18.	BROADCASTING AND CABLE SERVICES	40	35	17	92
19.	AADHAAR CARD	6	14	40	60
20.	MEDICAL NEGLIGENCE	19	16	15	50
21.	TOURISM	15	15	8	38
22.	FOOD AND BEVERAGES	12	15	7	34
23.	TRANSPORT	7	13	14	34
24.	AIRLINES	9	11	6	26
25.	RAILWAYS	5	1	6	12
26.	ADVERTISEMENT	2	3	2	7
27.	OTHERS	1281	1746	2263	5290

**Figure 2: Sector Wise Distribution of Calls**

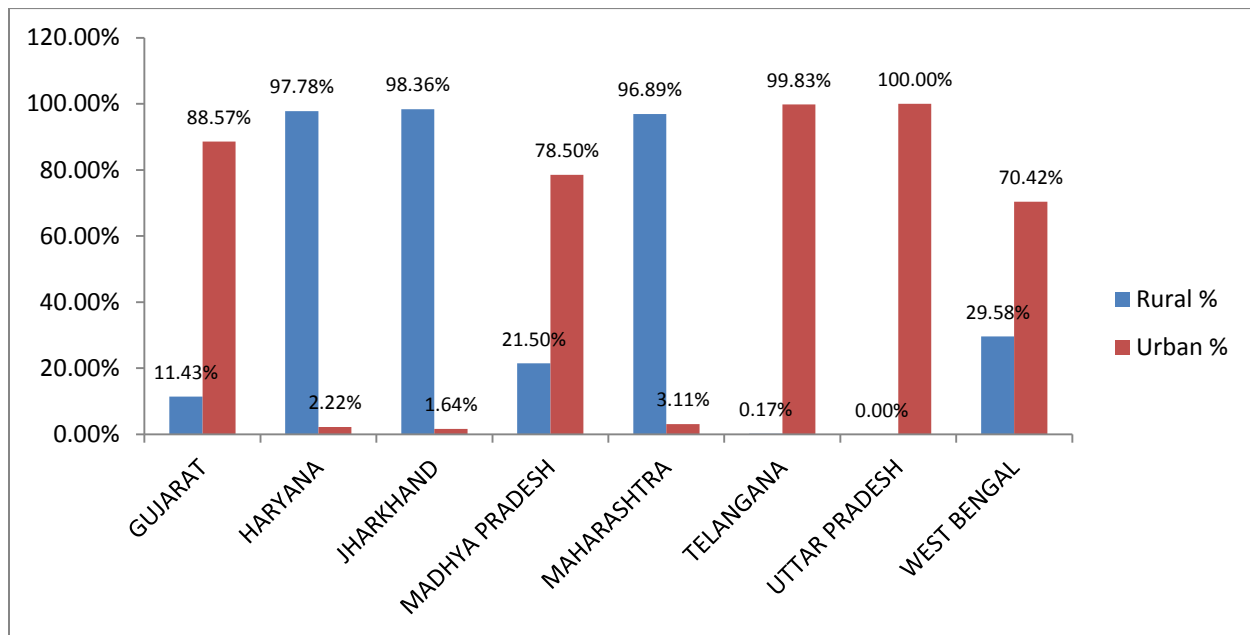




**Table 4: Location (Urban and Rural) wise call details: July - September 2018**

Sl .No.	State Name	Rural		Urban	
		Calls	Percentage	Calls	Percentage
1.	GUJARAT	341	11.43%	2643	88.57%
2.	HARYANA	1802	97.78%	41	2.22%
3.	JHARKHAND	3668	98.36%	61	1.64%
4.	MADHYA PRADESH	23	21.50%	84	78.50%
5.	MAHARASHTRA	1092	96.89%	35	3.11%
6.	TELANGANA	9	0.17%	5255	99.83%
7.	UTTAR PRADESH	0	0.00%	700	100.00%
8.	WEST BENGAL	851	29.58%	2026	70.42%

**Figure 3: Location (Urban and Rural) wise call details: July - September**



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 11.43% and 29.58% calls respectively from rural consumers.

**Table 5: Registration of calls & Status of Complaints handled by SCHs: July - September 2018**

Sl. No.	State Name	Jul 2018				Aug 2018				Sept 2018			
		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	1	1	0	1	2	2	0	2
2.	ASSAM	2	2	0	2	1	1	0	1	0	0	0	0
3.	BIHAR	4	4	0	4	1	1	0	1	3	3	0	3
4.	CHATTISGARH	2	2	0	2	0	0	0	0	1	1	0	1
5.	GUJARAT	1083	89	25	64	997	56	12	44	904	44	11	33
6.	HARYANA	538	12	4	8	645	11	1	10	660	14	3	11
7.	HIMACHAL PRADESH	0	0	0	0	0	0	0	0	0	0	0	0
8.	JHARKHAND	1228	0	0	0	1336	74	0	74	1165	33	0	33
9.	KARNATAKA	4	4	0	4	10	10	0	10	5	5	0	5
10.	MADHYA PRADESH	8	8	8	0	3	3	3	0	96	48	36	11
11.	MAHARASHTRA	388	177	0	177	369	164	0	164	370	165	0	165
12.	MIZORAM	0	0	0	0	0	0	0	0	0	0	0	0
13.	NCT DELHI	5	5	0	5	3	3	0	3	6	6	0	6
14.	ODISHA	2	2	0	2	3	3	0	3	1	1	0	1
15.	PUDUCHERRY	0	0	0	0	1	1	0	1	0	0	0	0
16.	PUNJAB	2	2	0	2	3	3	0	3	2	2	0	2
17.	RAJASTHAN	17	17	0	17	18	18	0	18	19	19	0	19
18.	TAMIL NADU	1	1	0	1	7	7	0	7	3	3	0	3
19.	TELANGANA	1803	27	0	27	1982	55	0	55	1479	36	0	36
20.	TRIPURA	3	3	3	0	1	1	1	0	5	5	3	2
21.	UTTAR PRADESH	289	10	9	1	194	6	6	0	217	11	11	0
22.	UTTRAKHAND	9	9	5	4	8	8	3	5	1	1	0	1
23.	WEST BENGAL	1069	8	0	8	993	10	2	8	815	8	0	8

## 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, 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 earlier 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".

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.

The IT Portal recently assisted the Department of Food & Supplies, Madhya Pradesh in setting up State Consumer Helpline at Bhopal. The Helpline was formally inaugurated by Hon'ble Minister (Food & Supplies) on 24th September 2018. The Consumers of Madhya Pradesh can now seek advise, guidance and information to redress their problems and disputes through a toll free number 1800-233-0046. 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 two of their advisors was imparted on 17th and 18th September 2018 at Jabalpur.

**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				√	√							√		3
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			√									√		2
22	Manipur					√			√						2
24	Mizoram			√											1
27	Puducherry				√		√		√						3
30	Sikkim	√	√					√							3
32	Telangana								√	√					2
34	Uttar Pradesh	√				√		√					√		4
36	West Bengal	√					√			√	√	√		√	6
	<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>35</b>	<b>14</b>	<b>20</b>	<b>86</b>	<b>21</b>	<b>344</b>

## **Consumer 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.

## **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 Report on Overview of Activities
  - Monthly Statistical Report
  - Sector wise FAQs (47)
  - Newspaper Reports of consumer concerns (170)
  - Interesting Cases
  - Opinion Poll
-