



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  
(JULY – SEPTEMBER 2017)**

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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 26 States, consumer helplines of 18 States are using the common IT platform for registering the calls and using knowledge database. Currently 18 States are now on board with IIPA using centralized IT platform and knowledge database.

### **States on board**

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

The total number of States having Licence Agreement with IIPA to share IT Portal stands at 24.

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

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 were 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. Government of Punjab, 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

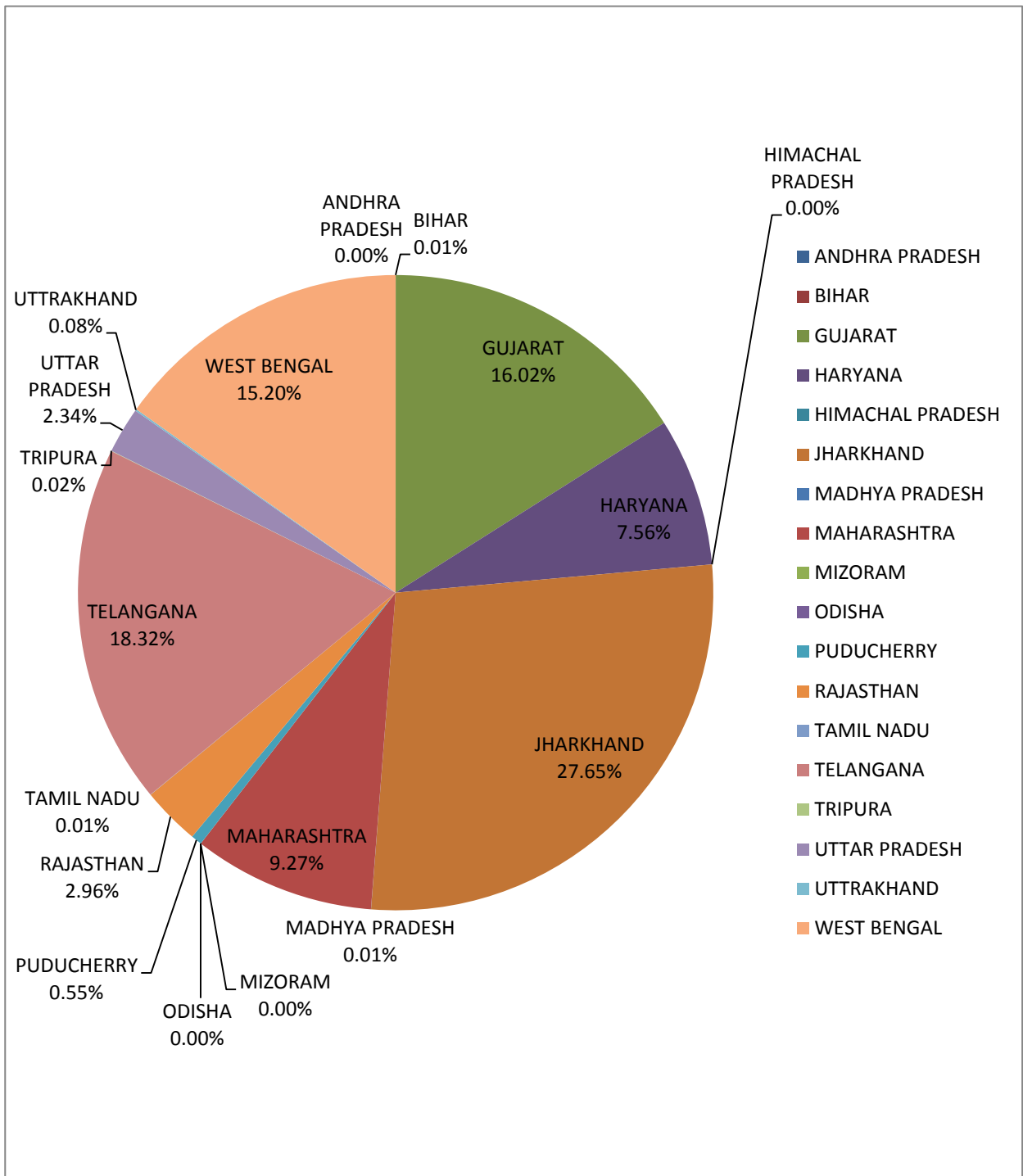
The States of Uttarakhand, Assam, Dadra Nagar & Haveli, Daman & Diu, Lakshadweep, Meghalaya, Nagaland and Sikkim are yet to sign Licence Agreement with IIPA to share IT Portal. Department of Consumer Affairs was requested for an intervention vide letter No. IIPA/SCHKRMP/SCH/2015 dated. 18/12/2015 and IIPA/SCHKRMP/SCH/2016 dated. 05/09/2016. The consumer Helpline, 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 is given:

**States Wise Calls Report: July – September 2017**

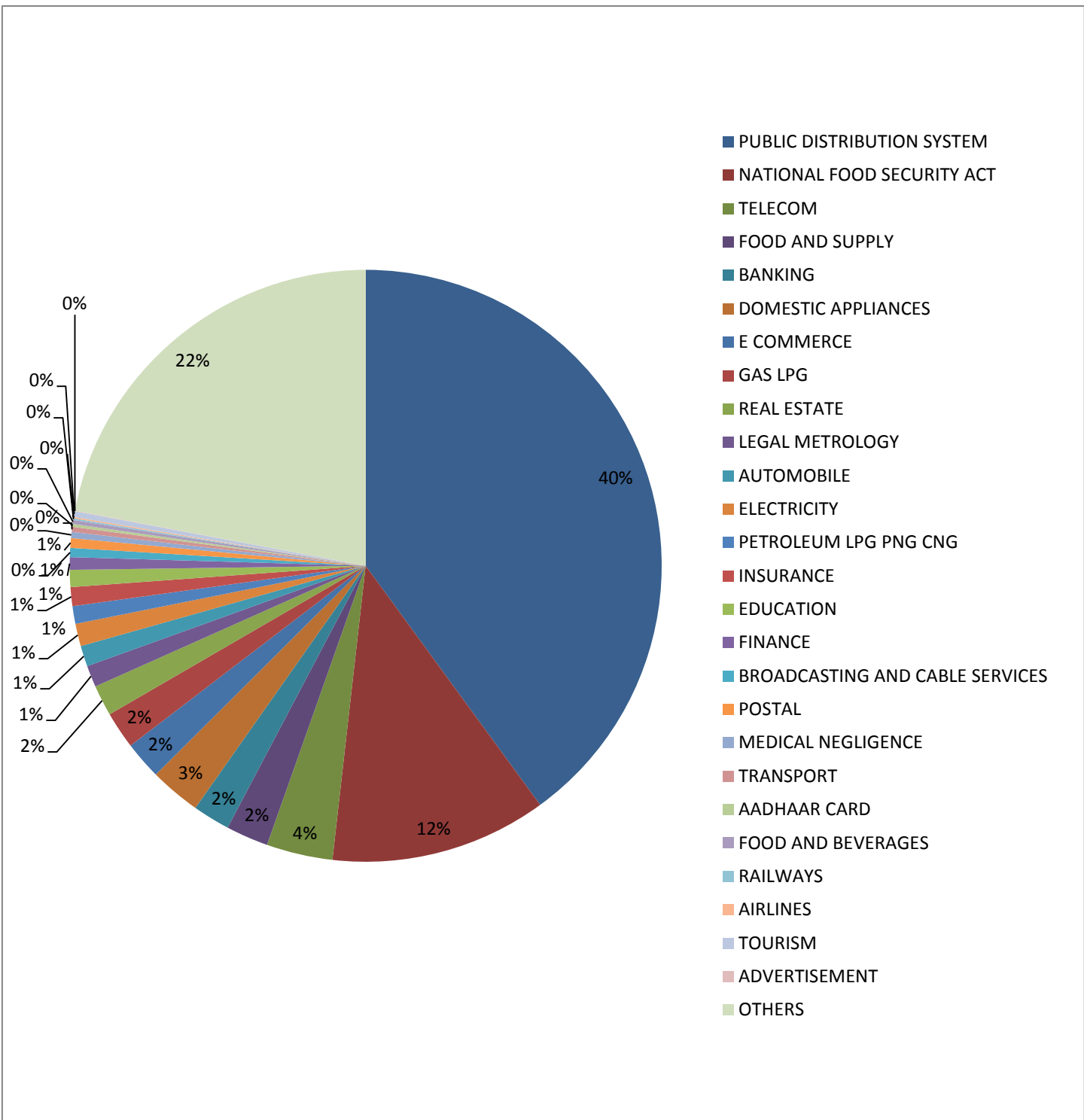
<b>S.No</b>	<b>State Name</b>	<b>Call Received July'17</b>	<b>Call Received August'17</b>	<b>Call Received September'17</b>
1	ANDHRA PRADESH	0	0	0
2	BIHAR	1	0	0
3	GUJARAT	1136	1008	907
4	HARYANA	474	407	558
5	HIMACHAL PRADESH	0	0	0
6	JHARKHAND	1299	2124	1844
7	MADHYA PRADESH	0	0	1
8	MAHARASHTRA	635	640	491
9	MIZORAM	0	0	0
10	ODISHA	0	0	0
11	PUDUCHERRY	105	0	0
12	RAJASTHAN	476	69	19
13	TAMIL NADU	2	0	0
14	TELANGANA	1042	915	1532
15	TRIPURA	2	2	0
16	UTTAR PRADESH	156	151	139
17	UTTRAKHAND	2	12	2
18	WEST BENGAL	1211	1092	592



The sector wise list of calls received during the month of July to September 2017 is given below:

**Sector Wise Calls Received (July – September 2017)**

S.No	Industry Name	Calls Received July'17	Calls Received August'17	Calls Received September'17
1	PUBLIC DISTRIBUTION SYSTEM	2163	2679	2445
2	NATIONAL FOOD SECURITY ACT	587	486	1084
3	TELECOM	228	266	165
4	FOOD AND SUPPLY	144	122	156
5	BANKING	142	114	115
6	DOMESTIC APPLIANCES	228	178	102
7	E COMMERCE	157	121	99
8	GAS LPG	134	144	91
9	REAL ESTATE	136	91	80
10	LEGAL METROLOGY	95	62	58
11	AUTOMOBILE	73	79	54
12	ELECTRICITY	110	65	49
13	PETROLEUM LPG PNG CNG	76	51	49
14	INSURANCE	80	62	46
15	EDUCATION	77	58	35
16	FINANCE	55	43	27
17	BROADCASTING AND CABLE SERVICES	35	33	23
18	POSTAL	44	35	17
19	MEDICAL NEGLIGENCE	21	24	16
20	TRANSPORT	23	15	13
21	AADHAAR CARD	7	14	7
22	FOOD AND BEVERAGES	16	16	7
23	RAILWAYS	7	4	5
24	AIRLINES	5	5	4
25	TOURISM	24	29	4
26	ADVERTISEMENT	2	1	2
27	OTHERS	1568	1382	1065





## **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 1st Training Programme for Coordinators and Advisors of Zonal Consumer Helplines on Consumer Protection and Consumer Welfare between Sep 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 has 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 networking of these helplines with the National Consumer Helpline operating at IIPA has already been initiated.

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 is no feedback from these States on the complaints forwarded to them for appropriate action.

<b>Online Complaint During 1st July - 30th September 2017</b>		
<b>S.No</b>	<b>State Name</b>	<b>Call Received</b>
1	BIHAR	1
2	DAMAN & DIU	1
3	GUJARAT	6
4	HARYANA	1
5	JAMMU AND KASHMIR	1
6	JHARKHAND	13
7	KARNATAKA	1
	KERALA	1
9	MADHYA PRADESH	1
10	MAHARASHTRA	3
11	NCT DELHI	1
12	PUNJAB	1
13	RAJASTHAN	77
14	TAMIL NADU	2
15	TELANGANA	66
16	TRIPURA	1
17	UTTAR PRADESH	3
18	WEST BENGAL	3
	<b>Total</b>	<b>183</b>

Training Programme for Coordinators & Advisors of State Consumer Helpline/Zonal 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)	10th Training Programme (Training Schedule on 7-9, June, 2016)	Hand-Holding Support	Training	1 <sup>st</sup> Training Programme of ZCH (Training Schedule on 27-29 Sep, 2017)
1	Andaman Nicobar					✓	✓						2	
2	Andhra Pradesh	✓				✓							2	
3	Arunachal Pradesh		✓							✓			2	
4	Assam				✓								1	✓
5	Bihar	✓	✓								✓	✓	4	✓
6	Chandigarh											✓	1	
7	Chattisgarh				✓	✓							2	
8	Dadra Nagar Haveli												0	
9	Daman & Diu					✓							1	
10	Delhi							✓				✓	2	
11	Goa					✓							1	
12	Gujarat		✓					✓			✓		3	✓
13	Haryana	✓			✓		✓		✓			✓	5	
14	Himachal Pradesh			✓	✓			✓	✓			✓	5	
15	Jammu & Kashmir												0	
16	Jharkhand				✓	✓					✓		3	

17	Karnataka		✓		✓	✓		✓		✓	✓		6	✓
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			✓			✓		✓		✓	✓	5	✓
30	Sikkim	✓	✓					✓					3	
31	Tamilnadu				✓				✓	✓			3	
32	Telangana								✓	✓			2	
33	Tripura				✓					✓			2	
34	Uttar Pradesh	✓				✓		✓				✓	4	
35	Uttarakhand								✓			✓	2	
36	West Bengal	✓					✓			✓	✓		4	✓
	<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>14</b>	<b>79</b>	<b>276</b>	<b>20</b>

## **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 July-September 2017.

### **1. Unethical Banking Practices in violation of RBI notification and directives of Ministry of Finance- charging of SMS Alert Charges and Debit Card transaction fees by Banks**

The banks both in PSUs as well as private sectors ,have been found to be violating the RBI notification no. RBI/2013-14/381 DBOD.No.Dir.BC.67/13.10.00/2013-14 dated 26/11/2013. As per the circular ,banks are required to charge the Account Holders for providing SMS Alert Services only on actual basis, whereas the customer are being charged a lump sum amount on a actual basis.

The second issue relates to levying fees on debit card transactions. In this regard RBI circular No:RBI/2013-14/292 DBS co.opd no 3578/11.1.005/2013/14 dated 17<sup>th</sup> September 2013,wherein levying fees on debit card transactions by merchants from consumers were stated as unjustifiable and pernicious practice. However the practice continues as can be observed from the number of complaints received.

The matter was again referred to Department of Consumer Affairs vide letter No. IIPA/SCHKRMP/Banking SMS/2015 dtd. 19/06/2015 for appropriate intervention in stopping such unethical business practices. The matter was continuously pursued with Department of Consumer Affairs. Department of Consumer Affairs was also being continuously apprised of unfair deductions by banks/merchants on transactions at POS and Merchants sites through use of debit cards/ internet banking/ NEFT etc. These charges on account of transactions are even as high as 3% in some of the cases. The Portal raised the issue again vide letter No. IIPA/SCHKRMP/Debit card dtd. 09/12/2016 to Department of Consumer Affairs.

**Action taken by Department of Consumer Affairs/RBI:** Department of Consumer Affairs has again taken up the issue with Reserve Bank of India on 3<sup>rd</sup> May, 2017 to intervene in the matter to address the same in the interest of consumer seeking issuing of binding directions to the banks i) to refund the excess charges on SMS in identifiable cases or credit to an appropriate fund for ensuring consumer welfare activities and ii) remove the unjustifiable charges on debit card transactions. RBI vide its letter No. DPSS.CO.PD.No.588/02.12.004/2017-18 dated 4<sup>th</sup> Aug, 2017 informed Department of Consumer Affairs that the complaints have been forwarded to Department of Banking Supervision, RBI for necessary action.

## **2. Complaint against retailers-Violation of Legal Metrology Rules in terms of charging taxes on MRP.**

The State Consumer Helpline Knowledge Resource Management Portal has been raising issues of unfair trade practices being adapted by retailers in charging of VAT on discounted sales since March 2014 onwards. As it has become a trend wherein the retailers announce the discount on the MRP either on % age basis or on a fixed amount basis and then the consumers are being charged VAT on these discounted prices so arrived at the time of billing either at counters or through online shopping. While some retailers use to charge the additional VAT at the time of billing, some retailers also used to write "VAT Extra" in their display board, advertisements etc. The charging of additional VAT in both the situations is an unfair business practices on a basic fact that the MRP is always inclusive of VAT and other charges under the provisions of MRP rules. Therefore any discounted prices so arrived after discounting on MRP becomes discounted MRP and hence it is inclusive of VAT/ Sales Tax on the proportionate basis. The industrial behavior in charging the taxes which are not chargeable reflects some dubious activities as most of the business always thinks of how to avoid taxation. The possibility of some vested interest cannot be ruled out.

National Consumer Disputes Redressal Commission in a Revision Petition No. 3156 of 2016 (against the order dated 25/07/2016 in Appeal No. 948/2015 of the State Commission, Punjab) in its judgment on 9th February 2017 adjudicated with the same view point as brought out in our advocacy paper. It adjudicated as:

"Learned counsel for the petitioner in order to get rid of the aforesaid judgment has submitted the facts of the aforesaid case before Coordinate Bench were different because in the advertisement of the aforesaid case, flat discount of 40% was offered, whereas the words 'FLAT' is missing in offer of the petitioner. Merely absence of word 'FLAT' in the offer of the petitioner will not make any difference because the discount of 30% on MRP by itself means that discount is 'FLAT' discount on maximum retail piece. So far as judgments relied upon by the petitioner concerned, those judgments are not applicable to the facts of the case because those judgments relates to tax matters whereas in the instant case, we have to see whether the petitioner has indulged in unfair trade practice by giving misleading offer to the customers and thereafter overcharging them by charging VAT on discount price.

In view of the discussion above, we do not find any jurisdictional error or Material irregularity in the impugned order which may call for interference in exercise of revisions jurisdiction. Revision petition is, therefore, dismissed."

State Commission has earlier stated that "as per established law, on discounted Maximum Retail Price (MRP), Value Added Tax (VAT) cannot be charged. It was so said by this Commission in the following cases:-

- i. Shoppers Stop and others Versus Jashan Preet Singh Gill and Others, first Appeal No. 210 of 2015 decided on 01.09.2015.

- ii. Benetton India Private Limited vs. Ravinderjit Singh, Appeal N. 61 of 2016 decided on 20.09.2016.
- iii. M/s Aero Club (Woodland) Vs. Harpreet Singh, Appeal No.318 of 2016 decided on 01.12.2016.
- iv. Ethnicity vs. Heema Aggrawal, Appeal No. 331 of 2016 decided on 02.01.2017.”

The judgments of the State Commission upheld by National Commission in Revision Petition have explicitly adjudicated that the VAT cannot be charged on the discounted prices.

The portal sought the intervention of Department of Consumer Affairs(Legal Metrology) vide its letter No.IIPA/SCHKRMP/Legal Metrology/2017 dated 24/08/2017 and intervention of Controller of Legal Metrology, Karnataka and Uttar Pradesh vide letter No.IIPA/SCHKRMP/Legal Metrology/2017 dated 11/07/2017 and 12/07/2017 respectively.

## **Other activities**

### **GST Workshop at Department of Consumer Affairs**

A workshop on GST was organized by Department of Consumer Affairs at Krishi Bhawan on 6th July; 2017.The presentation was delivered by Shri. Yogendra Garg,IRS, Addl. DG, Centre of Excellence, National Academy of Customs, Excise & Narcotics (NACIN) The basic purpose of the workshop was to generate awareness about GST and to provide overview and functioning of the GST framework .The presentation dealt with the salient features, advantages and functioning of GST .The new tax structure under GST and how it aims to be one nation tax market. The workshop also addressed the queries pertaining to GST.Prof.Suresh Misra, Shri. G.N. Sreekumaran, Project Manager (SCHKRMP) and Research Officer (SCHKRMP) attended the workshop from the portal.

### **Meeting with Additional Secretary (Consumer Affairs) to review the functioning of State Consumer Helplines**

A review meeting was held on 13th July, 2017 at Krishi Bhawan. The meeting was chaired by Additional Secretary (Consumer Affairs) and attended by Project Director (SCHKRMP), Project Manager (SCHKRMP), Consultant (SCHKRMP), Technical Director (NIC/SSA) and six state Consumer Helplines (Tamil Nadu, Rajasthan, Gujarat, Haryana, Uttar Pradesh, Jharkand) . In the meeting, the overall functioning of the State

Consumer Helplines and the question of migrating them from the current IT portal of SCHKRMP to a single platform (INGRAM) was discussed.

### **Workshop on Bhim App**

A workshop was organized by Ministry of Electronics and Information Technology on Bharat Interface for Money (BHIM) App at IIPA on 28 July, 2017. The workshop was attended by Project Manager (SCHKRMP). Bharat Interface for Money (BHIM) is an app that lets you make simple, easy and quick payment transactions using Unified Payments Interface (UPI). You can make instant bank-to-bank payments and Pay and collect money using just Mobile number or Virtual Payment Address (VPA). The objective of the workshop was to create awareness about the App and various issues faced by the consumer in the usage of the App.

### **Visit of Secretary, Department of Consumer Affairs**

Shri Avinash K. Srivastava, Secretary, Department of Consumer Affairs visited the National Consumer Helpline at IIPA on 7th August, 2017 to oversee the functioning of the NCH. He also visited the SCHKRMP and was given a live demonstration about the functioning of IT Portal using centralized software for call registration and knowledge database to facilitate advise, guidance and information to the consumers contacting State Consumer Helplines .

### **International Workshop on Consumer Protection**

A workshop sponsored by Department of Consumer Affairs was jointly organized by IIM Kashipur and "Shaping Tomorrow" on 23rd August, 2017 at India International Centre, New Delhi. The workshop was attended by eminent speakers/panelist from India and abroad and distinguished delegates from the Department of Consumer Affairs and its associated offices (Bureau of Indian Standards, National Test House, Legal Metrology), representatives from industry, and members of Voluntary Consumer Organizations, NGOs and the organizations and councils that are working closely with Department of Consumer Affairs. Shri. G.N. Sreekumaran ( Consultant, SCHKRMP) and Project Manager (SCHKRMP) attended the workshop. The themes of different panel discussions held throughout the workshop were:

- 1.Consumer Empowerment (Expanding Consumer Grievance Redressal System) - chaired by Mr.Nikhlesh Jha, Additional Secretary & Financial Advisor , Department of Consumer Affairs
- 2.E-Commerce :Building Trust in Marketplace - chaired by Mr.P.V.Rama Sastry ,Joint Secretary , Department of Consumer Affairs
- 3.Ecosystem : Reaching Under-served Consumers: needs and partnership; Promoting



Fair Market Strategy ;Consumer and Business Education, (Organizational) -chaired by Mr.Anil Bahuguna, Joint Secretary, Department of Consumer Affairs

4.Changing Needs and Dynamics of Consumer Protection : Learning from International Expertise( Market Ecosystems) -chaired by Ms. Madhulika Sukul, Additional Secretary , Department of Consumer Affairs.

### **Visit of Director—National Productivity Council**

As deputed by Department of Consumer Affairs, a team headed by Dr. Rishi Pal Singh, Director, National Productivity Council visited SCHKRMP on 28th August, 2017 to study the functioning of the Portal extending technical and knowledge support to the Consumer Helplines in various States using centralized IT portal. He was given a live demonstration about the functioning of IT Portal using centralized software for call registration and knowledge database to facilitate advise, guidance and information to the consumers contacting State Consumer Helplines. The team was shared with the information on the project funding and reports like, major advocacies undertaken by the Portal, report on unfair trade practices by the retailers, Quarterly activities reports and other documents as desired by the team.

### **98th Orientation Training Programme for the Presidents and Members of the District Consumer Forums**

98th Orientation Training Programme for the Presidents and Members of the District Consumer Forums commenced from 28th August 2017 to 1st Sep 2017 at the Indian Institute of Public Administration (IIPA). Project Manager, SCHKRMP took a session on “Telecom and Consumers” on 30th August 2017. He discussed issues about frequent occurring problems in Telecom Services and the Service Benchmarks as laid down by Telecom Regulatory Authority of India. The participants were also acquainted with the grievance handling mechanism in telecom sector as per Telecom Regulatory Authority of India (TRAI) regulations.

### **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 – GST related general queries
2. Act and Regulation–The Central Goods and Services Tax Act, 2017 ,GST - Composition Rules, GST - Valuation Rules ,GST - Transition Rules ,GST - ITC Rules ,GST- Revised Invoice Rules ,GST - Revised Payment Rules ,GST - Revised Refund Rules ,GST -

Revised Registration Rules ,GST-Revised Return Rules, GST Rates on Goods, GST Rates on Services

3. Citations –Punjab SDRC Judgment on charging of VAT on discounted MRP
4. Consumer advisories-Telecom and Railway Ticket Cancellation booked at PRS counter
5. Quarterly Newsletter “Consumer Connect”
6. Monthly “Consumer Bulletin”
7. Contact details of service providers
8. Newspaper Reports on consumer issues.