सत्यमेव जयते
Government of India

State Consumer Helpline

Knowledge Resource Management Portal

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

STATISTICAL REPORT
(AUGUST 2018)

CENTRE FOR CONSUMER STUDIES

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Statistical Report on Complaints/Calls received by SCHs

The State Consumer Helplines are receiving calls from the consumers through telephone normally toll free number as well as through other mode of communications like letters, emails, walk-in consumers as well as consumers logging their calls directly on the website using online complaint registration. While 89% of the calls have been received through toll free number during August 2018, close to 5% of the calls have been registered by the consumers who visited helplines in person. Almost 2% of the calls have been registered by consumers using online complaint registration system. The online complaint registration is also used by the consumers in the States which are not yet networked with IT Portal. More than 27% of the calls registered in Gujarat have been registered by the consumers visiting in person.

While the consumer helpline in West Bengal has reported 30% consumers calls have been from rural area, the reports from the helplines at Jharkhand, Haryana and Maharashtra indicates of more than 97% calls having been received from rural areas.

The statistical data pertaining to the call received/ complaint registered during the month of August 2018 is given:

States Wise Calls Report: August 2018

Si. No	State Name	Calls Received August 2018	Cumulative calls (January- August 2018)
1.	ANDHRA PRADESH	1	11
2.	ASSAM	1	6
3.	BIHAR	1	21
4.	GUJARAT	997	6894
5.	CHATTISGARH	0	9
6.	HARYANA	647	4605
7.	HIMACHAL PRADESH	0	2
8.	JHARKHAND	1336	8330
9.	KARNATAKA	10	42
10.	MADHYA PRADESH	3	39
11.	MAHARASHTRA	369	2679
12.	MIZORAM	0	0
13.	NCT. DELHI	3	98
14.	ODISHA	3	9

15.	PUDUCHERRY	1	1
16.	PUNJAB	3	15
17.	RAJASTHAN	18	1358
18.	TAMIL NADU	7	17
19.	TELANGANA	1982	12707
20.	TRIPURA	1	18
21.	UTTAR PRADESH	194	1183
22.	UTTRAKHAND	8	39
23	WEST BENGAL	993	5956
TOTAL		**6578**	**44039**

Top 5 States- Calls Received during August 2018			
Si.no.	**State Name**	**Calls Received August '18**	**Cumulative calls (January- August 2018)**
1	TELANGANA	1982	12707
2	JHARKHAND	1336	8330
3	GUJRAT	997	6894
4	WEST BENGAL	993	5956
5	HARYANA	647	4605

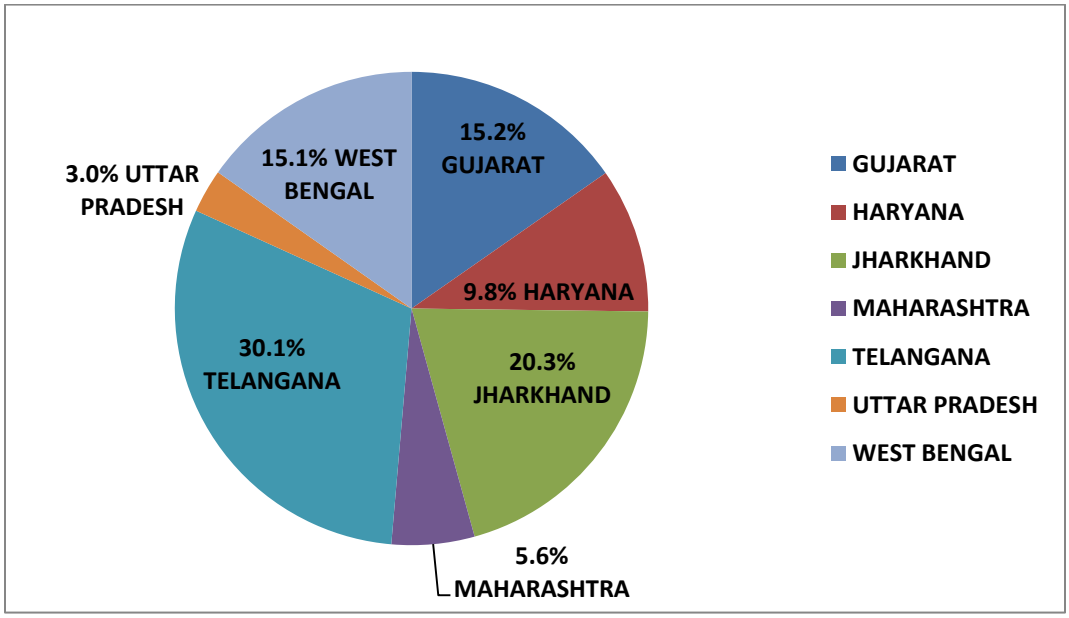

Figure 1 : States Wise Calls Report-August 2018

Calls/Complaint Received: August 2018

S.no	State Name	Call Received	Complaints	Resolve	Pending
1.	ANDHRA PRADESH	1	1	0	1
2.	ASSAM	1	1	0	1
3.	BIHAR	1	1	0	1
4.	CHATTISGARH	0	0	0	0
5.	GUJARAT	997	56	3	53
6.	HARYANA	645	11	1	10
7.	HIMACHAL PRADESH	0	0	0	0
8.	JHARKHAND	1336	74	0	74
9.	KARNATAKA	10	10	0	10
10.	MADHYA PRADESH	3	3	0	3
11.	MAHARASHTRA	369	164	0	164
12.	MIZORAM	0	0	0	0
13.	NCT. DELHI	3	3	0	3
14.	ODISHA	3	3	0	3
15.	PUDUCHERRY	1	1	0	1
16.	PUNJAB	3	3	0	3
17.	RAJASTHAN	18	18	0	18
18.	TAMIL NADU	7	7	0	7
19.	TELANGANA	1982	55	0	55
20.	TRIPURA	1	1	0	1
21.	UTTAR PRADESH	194	6	6	0
22.	UTTRAKHAND	8	8	3	5
23	WEST BENGAL	993	10	0	10
TOTAL		**6576**	**436**	**13**	**423**

Source wise Call/Complaint Data Report: August 2018

S.No.	State name	E mail	Fax	In person	Letter	Online	Telephone	Toll Free	Total
1	ANDHRA PRADESH	0	0	0	0	1	0	0	1
2	ASSAM	0	0	0	0	1	0	0	1
3	BIHAR	0	0	0	0	1	0	0	1
4	CHHATTISGARH	0	0	0	0	0	0	0	0
5	GUJARAT	43	1	224	13	30	145	541	997
6	HARYANA	1	0	0	0	7	0	637	645
7	HIMACHAL PRADESH	0	0	0	0	0	0	0	0
8	JHARKHAND	0	0	0	0	3	2	1226	1336
9	KARNATAKA	0	0	0	0	10	0	0	10
10	MADHYA PRADESH	0	0	0	0	3	0	0	3
11	MAHARASHTRA	0	0	1	0	2	1	384	369
12	MIZORAM	0	0	0	0	0	0	0	0
13	NCT. DELHI	0	0	0	0	3	0	0	3
14	ODISHA	0	0	0	0	3	0	0	3
15	PUDUCHERRY	0	0	0	0	1	0	0	1
16	PUNJAB	0	0	0	0	3	0	0	3
17	RAJASTHAN	0	0	0	0	18	0	0	18
18	TAMIL NADU	0	0	0	0	7	0	0	7
19	TELANGANA	0	0	0	0	57	6	1919	1982
20	TRIPURA	0	0	0	0	1	0	0	1
21	UTTAR PRADESH	0	0	0	0	6	0	188	194
22	UTTRAKHAND	0	0	0	0	2	6	0	8
23	WEST BENGAL	0	0	0	0	10	4	979	993
Total		**44**	**1**	**225**	**13**	**170**	**164**	**5875**	**6576**

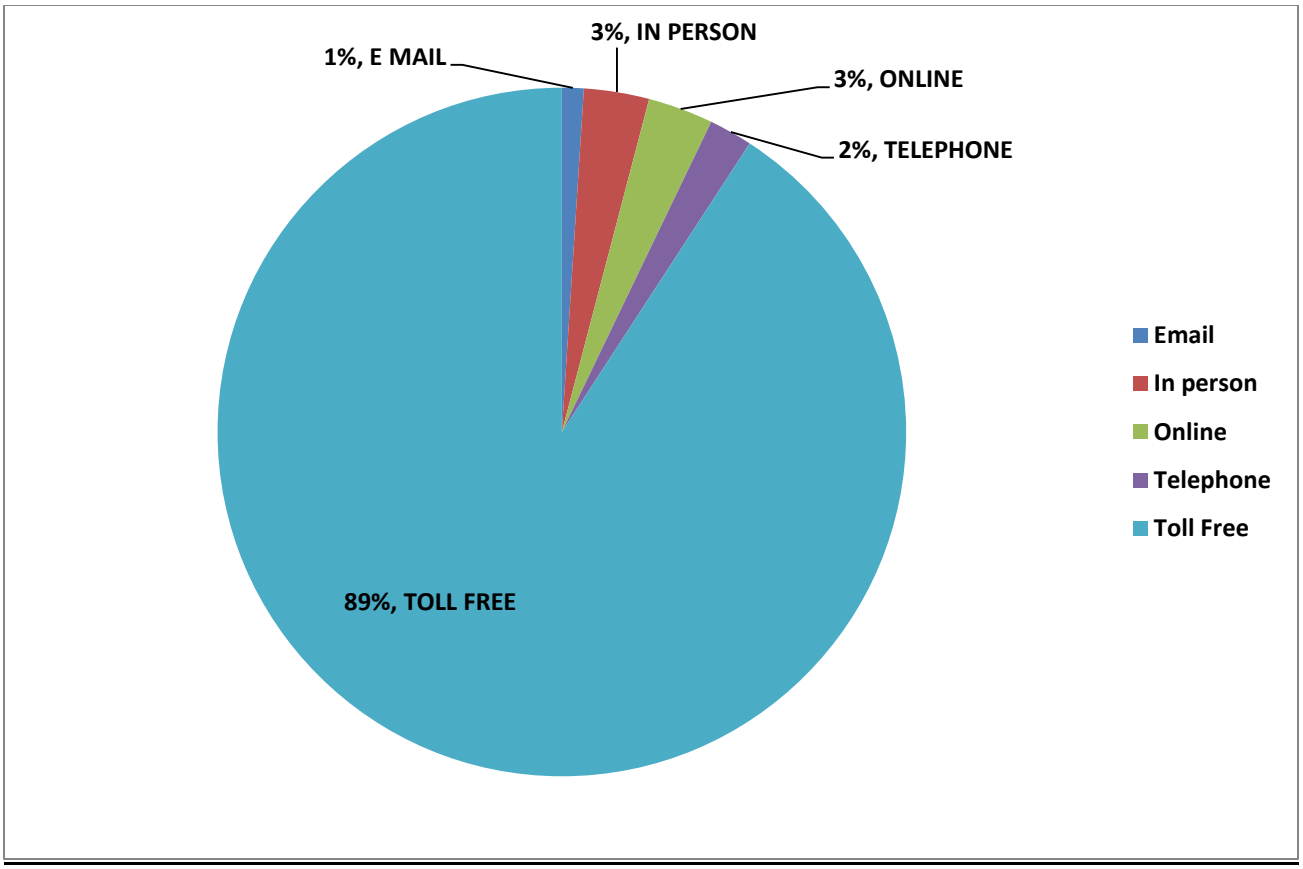

Figure 2: Source wise Call/Complaint Data Report

The States of Bihar, Himachal Pradesh, Madhya Pradesh, Mizoram, Odisha, Tamil Nadu and Uttar Pradesh have not been running the helpline for quite long. The helpline at Madhya Pradesh is likely to restart its operation in August 2018 as the process for recruitment of the necessary manpower has already been initiated. The helpline is being made operational in the office of State Government at Vindhyachal Bhawan. As per recent communication, Govt. of Madhya Pradesh may need onsite training for their newly recruited staff during August/ September 2018. 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 had indicated its non-functioning as State Govt. was considering restructuring and awarding of contract to other VCO for functioning of Consumer Helpline. The State helpline at Rajasthan has now resumed its functioning and has registered 18 calls during August 2018. Government of Punjab, Kerala and Karnataka have not yet networked their helpline with IT Portal despite imparting training to their staff at IIPA and also having signed the License Agreement to share IT Portal for complaint registration and use of knowledge database. The Govt. of Assam has already signed the License Agreement to share IT Portal for complaint registration and use of knowledge database. It is likely to be operationalise soon. The Portal has already approached concerned Department of Govt. of Assam for any assistance that may be required by the State Government in operationalisation of the helpline. However, the State Govt. is yet to respond.

The sector wise list of calls received during the month of August 2018 is given below:

Sector Wise Calls Received (August 2018)

Industry Name	Calls received August 2018	Cumulative calls received Jan – Aug 2018
PUBLIC DISTRIBUTION SYSTEM	1961	14178
NATIONAL FOOD SECURITY ACT	493	5564
BANKING	130	1046
TELECOM	133	986
DOMESTIC APPLIANCES	133	774
E COMMERCE	123	727
GAS LPG	148	646
LEGAL METROLOGY	198	637
REAL ESTATE	90	612
FOOD AND SUPPLY	220	527
ELECTRICITY	60	453
INSURANCE	70	453
AUTOMOBILE	62	426
PETROLEUM LPG PNG CNG	59	408
OTHERS	**1983**	**10348**

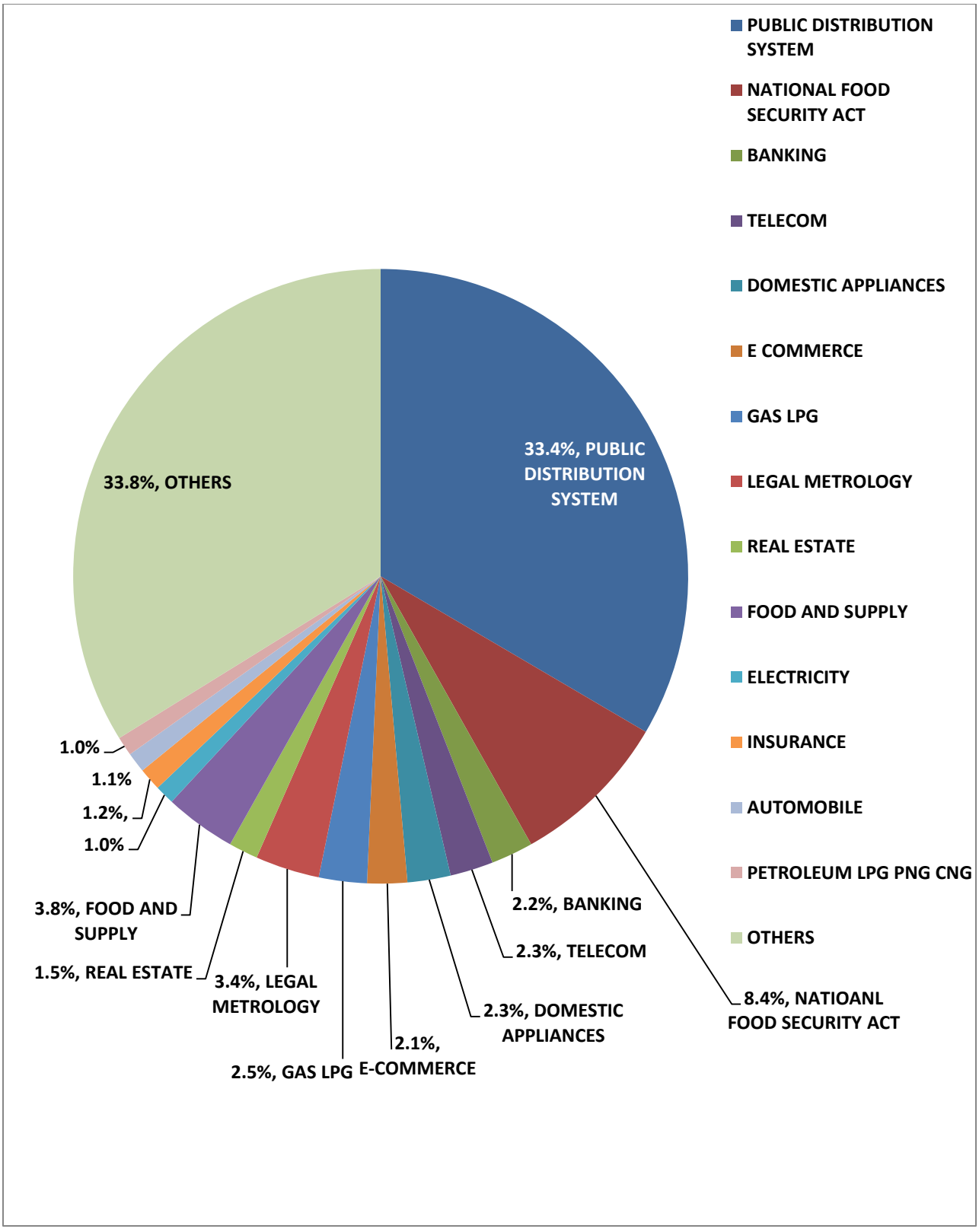

Figure 3: Sector wise Call Received: August 2018

Location (Urban/Rural) wise call Report : August 2018

S. No.	State Name	Calls Received from Rural	Call Received from Urban
1.	ANDHRA PRADESH	0	1
2.	ASSAM	0	1
3.	BIHAR	0	1
4.	CHATTISGARH	0	0
5.	GUJARAT	114	883
6.	HARYANA	634	13
7.	HIMACHAL PRADESH	0	0
8.	JHARKHAND	1304	32
9.	KARNATAKA	0	10
10.	MADHYA PRADESH	0	3
11.	MAHARASHTRA	354	15
12.	MIZORAM	0	0
13.	NCT. DELHI	0	3
14.	ODISHA	0	3
15.	PUDUCHERRY	0	1
16.	PUNJAB	0	3
17.	RAJASTHAN	0	18
18.	TAMIL NADU	0	7
19.	TELANGANA	8	1974
20.	TRIPURA	0	1
21.	UTTAR PRADESH	0	194
22.	UTTRAKHAND	2	6
23.	WEST BENGAL	292	701
TOTAL		**2708**	**3870**

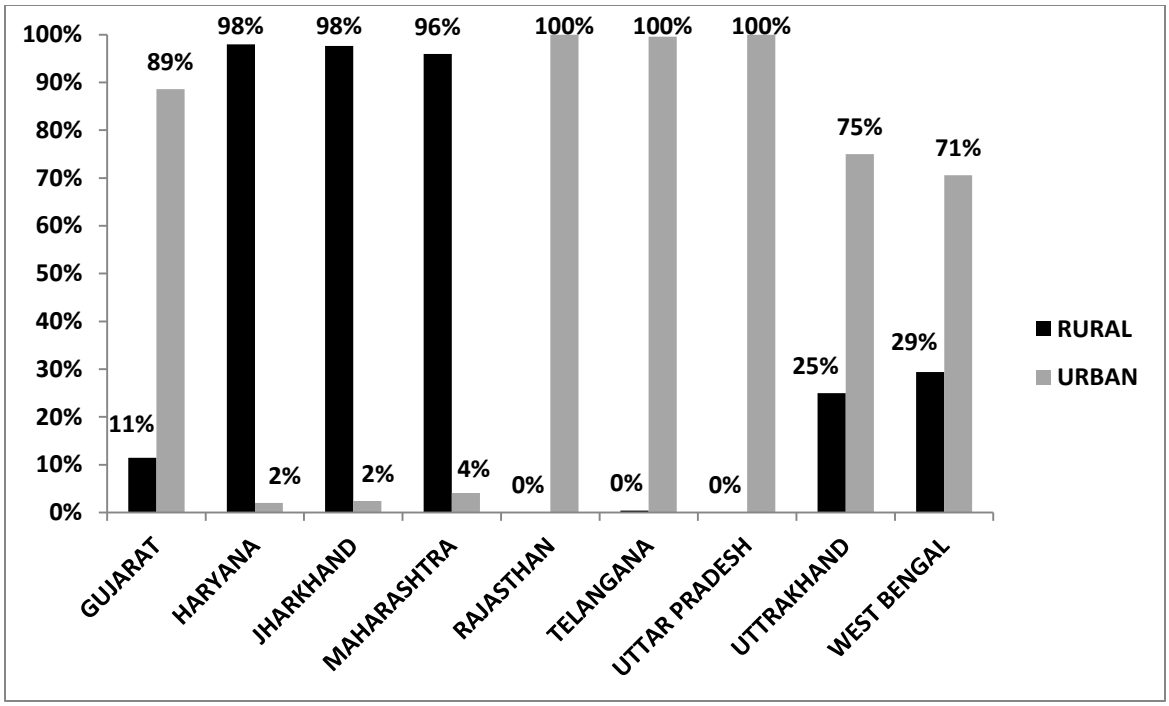

Figure 4: (Urban/Rural) Wise Call Received in August 2018

Gender wise Call Received : August 2018

S.no.	State Name	Call received from Male	Call received from Female
1	ANDHRA PRADESH	1	0
2	ASSAM	1	0
3	BIHAR	1	0
4	CHHATTISGARH	0	0
5	GUJARAT	961	36
6	HARYANA	618	29
7	HIMACHAL PRADESH	0	0
8	JHARKHAND	1060	276
9	KARNATAKA	6	4
10	MADHYA PRADESH	3	0

11	MAHARASHTRA	326	43
12	MIZORAM	0	0
13	NCT. DELHI	2	1
14	ODISHA	2	1
15	PUDUCHERRY	1	0
16	PUNJAB	3	0
17	RAJASTHAN	17	1
18	TAMIL NADU	6	1
19	TELANGANA	1890	92
20	TRIPURA	1	0
21	UTTAR PRADESH	191	3
22	UTTRAKHAND	6	2
23	WEST BENGAL	884	109
Total		**5980**	**598**

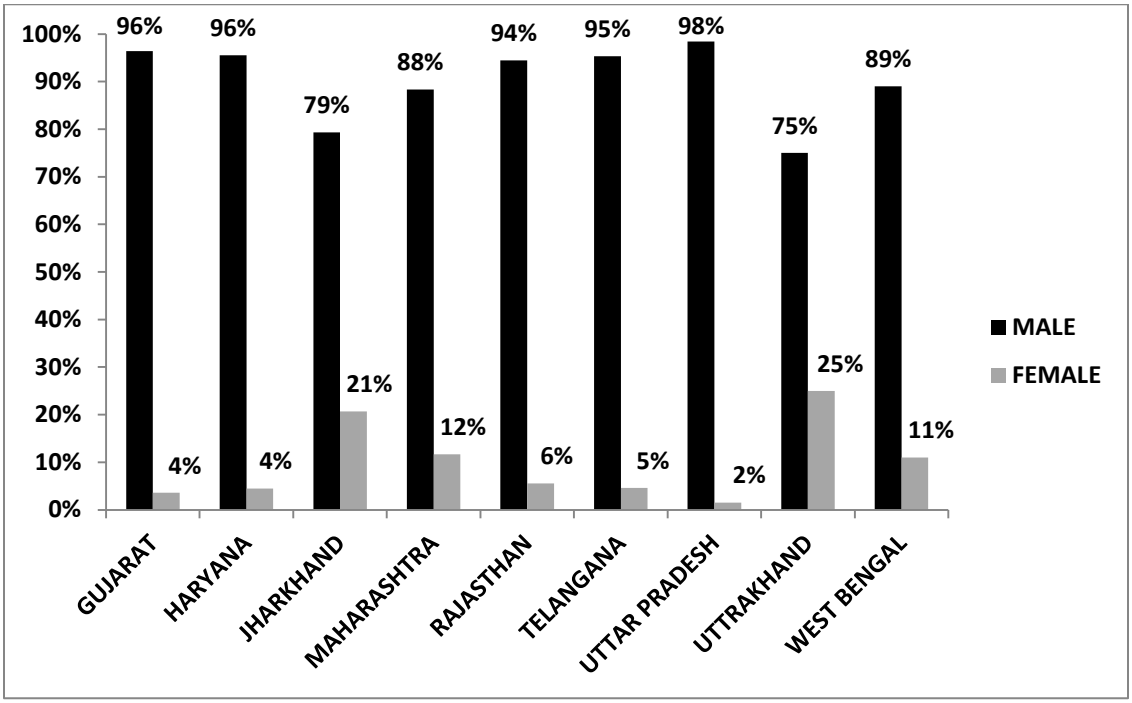

Figure 5: Gender Wise Call Received in August 2018

Reports from State Consumer Helplines:

Telangana:

State Consumer Helpline, Telangana - Call Data Report for the Month of August 2018								
S.no.	**Compl aints B/F**	**Calls Received**	**Complaint Received**	**Total (2+4)**	**Complaints discarded**	**Complain t Solved**	**Complaint Forwarded**	**Complaint Pending (5-6-7)**
1	2	3	4	5	6	7	8	9
Complaints received	1	**1982**	55	**56**	0	0	0	56

Source wise Call/Complaint Data Report for the SCH(Telangana) for the Month of August 2018									
S.no.	**Email**	**Complaint from escalated sources**	**Fax**	**In person**	**Letter**	**Online**	**Telephone**	**Others**	**Total**
1	2	3	4	5	6	7	8	9	10
1	-	-	-	-	-	55	0	-	**55**

State Consumer Helpline, Telangana – Category Wise Report for the month of August 2018									
S.no.	**Health**	**Financial services**	**Education**	**Real Estate**	**Food and Bevarages**	**PDS**	**Transport**	**Others**	**Total**
1	2	3	4	5	6	7	8	9	10
0	1	33	0	3	9	0	3	6	**55**

State Consumer Helpline, Telangana – Category Wise Calls/Complaints Report for the month of August 2018									
S.no.	**Health**	**Financial services**	**Education**	**Real Estate**	**Food and Bevarages**	**PDS**	**Transport**	**Others**	**Total**
1	2	3	4	5	6	7	8	9	10
Calls	1	38	1	4	576	428	4	930	**1982**
Complaints	1	33	0	3	9	0	3	6	**55**

Haryana:

State Consumer Helpline, Haryana - Call Data Report for the Month of August 2018								
S.no.	**Compl aints B/F**	**Calls Received**	**Complaint Received**	**Total (2+3)**	**Complaints discarded**	**Complain t Solved**	**Complaint Forwarded**	**Complai nt Pending (5-6-7)**
1	2	3	4	5	6	7	8	9
Complaint s received	397	**647**	13	**1044**	0	634	2	410

Source wise Call/Complaint Data Report for the SCH(Haryana) for the Month of August 2018									
S.no.	**Email**	**Complaint from escalated sources**	**Fax**	**In person**	**Letter**	**Online**	**Telephone**	**Others**	**Total**
1	2	3	4	5	6	7	8	9	10
1	1	0	0	0	0	8	638	0	**647**

Maharashtra:

Complaint By Calls of Maharashtra – August 2018

S.no	Type of Call	Total	Percentage
1.	Complaint	164	44.44
2.	Information	205	55.56
	Total	**369**	**100.00**

Complaint categories By Calls of Maharashtra – August 2018			
S.no.	**Industry Name**	**Complaint received**	**Percentage**
1	ADHAAR CARD	0	0.00
2.	ADVERTISEMENT	0	0.00
3.	AGRICULTURE	1	0.27
4.	AIRLINES	1	0.27
5.	AUTOMOBILE	7	1.90
6.	BANKING	10	2.71
7.	BROADCASTING AND	7	1.90

	CABLE SERVICES		
8.	CONSUMER PROTECTION ACT	1	0.27
9.	DOMESTIC APPLIANCES	21	5.69
10.	DRUGS AND MEDICINES	0	0.00
11.	E COMMERCE	22	5.96
12.	EDUCATION	3	0.81
13.	ELECTRICITY	5	1.36
14	FINANCE	2	0.54
15.	FOOD AND BEVERAGES	2	0.54
16.	FOOD PACKAGING	0	0.00
17.	FOOD SAFETY	0	0.00
18.	FOOD PACKAGING	5	1.36
19	LEGAL	17	4.61
20.	LEGAL METROLOGY	7	1.90
21.	MEDICAL NEGLIGENCE	2	0.54
22.	NBFC	5	1.36
23.	PETROLEUM LPG PNG CNG	2	0.54
24.	POSTAL	7	1.90
25.	PRODUCTS	0	0.00
26.	PUBLIC DISTRIBUTION SYSTEM	65	17.62
27.	RAILWAYS	1	0.27
28.	REAL ESTATE	24	6.50
29.	RTI	0	0.00
30.	SALES TAX	0	0.00
31.	TELECOM	16	4.34
32.	OTHERS	131	35.50
33.	TOURISM	5	1.36
34.	WATER SECTOR	0	0.00
	Total	**369**	**100.00**

Complaint by Email of Maharashtra – August 2018

S.no.	Types of Email	Total	Percentage
1.	Complaints	695	99.43
2.	Information	4	0.57
	Total	**699**	**100.00**

Complaint categories by Email of Maharashtra – August 2018

S.no	Industry Name	Complaint Received	Percentage
1.	AIRLINES	14	1.00
2.	AUTOMOBILE	32	4.60
3.	BANKING	57	8.20
4.	BROADCASTING AND CABLE	51	1.00

	SERVICES		
5.	DOMESTIC APPLIANCES	96	13.81
6.	DRUG AND MEDICINES	0	0.00
7.	E COMMERCE	108	15.54
8.	EDUCATION	6	0.86
9.	ELECTRICITY	9	1.29
10.	FINANCE	4	0.58
11.	FMCG	0	0.00
12.	FOOD SAFETY	13	1.87
13.	HEALTH	0	0.00
14	INSURANCE	69	9.93
15.	LEGAL METROLOGY	0	0.00
16.	MEDICAL NEGLIGENCE	0	0.00
17.	PETROLEUM LPG PNG SECTOR	0	0.00
18.	POSTAL	2	0.29
19.	PUBLIC DISTRIBUTION	0	0.00
20.	RAILWAYS	5	0.72
21.	REAL ESTATE	39	5.61
22.	RTI	0	0.00
23.	TELECOM	108	15.54
24.	TRAVEL	6	0.86
25.	OTHER	71	10.22
26.	WATER SECTOR	0	0.00
27.	LEGAL COURT MATTER/ LEGAL ADVICE/ MEDIATION	5	0.72
	Total	**695**	**100.00**

Qualitative Report

Our helpline interaction with consumers :

Month	Toll free	Emails
Apr-18	**277(15.24%)**	**2744(20.65%)**
May-18	**335(18.43%)**	**2929(22.04%)**
Jun-18	**318(17.50%)**	**2667(20.07%)**
Jul-18	**373(21.39%)**	**2874(20.88%)**
Aug-18	**441(25.28%)**	**3028(21.26%)**

Note: Maharashtra State Consumer Helpline has been requested to create dockets for all the complaints/ enquiries received through any mode of communications including email, letters, fax etc.

- In addition to the above we have given legal advice to 5 complainants for approaching consumer forum.

- Further more we have received 5 complaints in writing for which attempts are made for amicable settlement.

- Total no. of calls have down by 4 % & email have down by 1% as compared to last month.

- The 'Ecommerce' sector complaints also contributed high no. of calls i.e. 5% and 15% of the mails.

- Category- "other" (35%) is not accounted since this consists many miscellaneous complaints.

- The 'Domestic Appliances' sector complaints contributed maximum no. of calls i.e.5% and 13% of the emails.

- We have received feedback from 1369 people whose complaints have been resolved from the period Sept. 2011 to August 2018. Please note that this data includes only those consumers who have reverted to us (helpline/email/fax/letter) regarding the amicable resolution of their complaints. This also includes calls made by us to consumers for the status of their complaint. There are many resolved complaints apart from these but the consumers do not bother to inform us once the complaint is resolved.

- Maharashtra State Consumer Helpline is the 6th highest in terms of number of complaints handled comprising 4% share of the total complaints amoung Twenty Eight states during the Month of August 2018.