



**State Consumer Helpline
Knowledge Resource Management Portal
[Project Supported by Department of Consumer Affairs, Govt. of India]**

STATISTICAL REPORT (APRIL 2018)

**CENTRE FOR CONSUMER STUDIES
INDIAN INSTITUTE OF PUBLIC ADMINISTRATION
I.P. Estate, Ring Road, New Delhi- 110002
Email- schkrmp.iipa@gmail.com
Telefax – 011-23705054
Website: www.consumeradvice.in, www.consumereducation.in**

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. 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 month of April 2018 is given:

States Wise Calls Report: April 2018

Si. No	State Name	Calls Received April 2018	Cumulative calls (January-April 2018)
1	ANDHRA PRADESH	0	6
2	ASSAM	1	1
3	BIHAR	3	14
4	GUJARAT	1098	3178
5	HARYANA	612	2305
6	HIMACHAL PRADESH	0	1
7	JHARKHAND	930	3454
8	MADHYA PRADESH	4	16
9	MAHARASHTRA	257	1286
10	MIZORAM	0	0
11	ODISHA	0	2
12	PUDUCHERRY	0	0
13	RAJASTHAN	268	801
14	TAMIL NADU	3	7
15	TELANGANA	1994	5509
16	TRIPURA	1	5
17	UTTAR PRADESH	121	356
18	UTTRAKHAND	5	20
19	WEST BENGAL	547	2638
TOTAL		5844	19599

Top 5 States- Calls Received during April 2018

Si.no.	State Name	Calls Received April '18	Cumulative calls (January- April 2018)
1	TELANGANA	1994	5509
2	GUJARAT	1098	3178
3	JHARKHAND	930	3454
4	HARYANA	612	2305
5	WEST BENGAL	547	2638

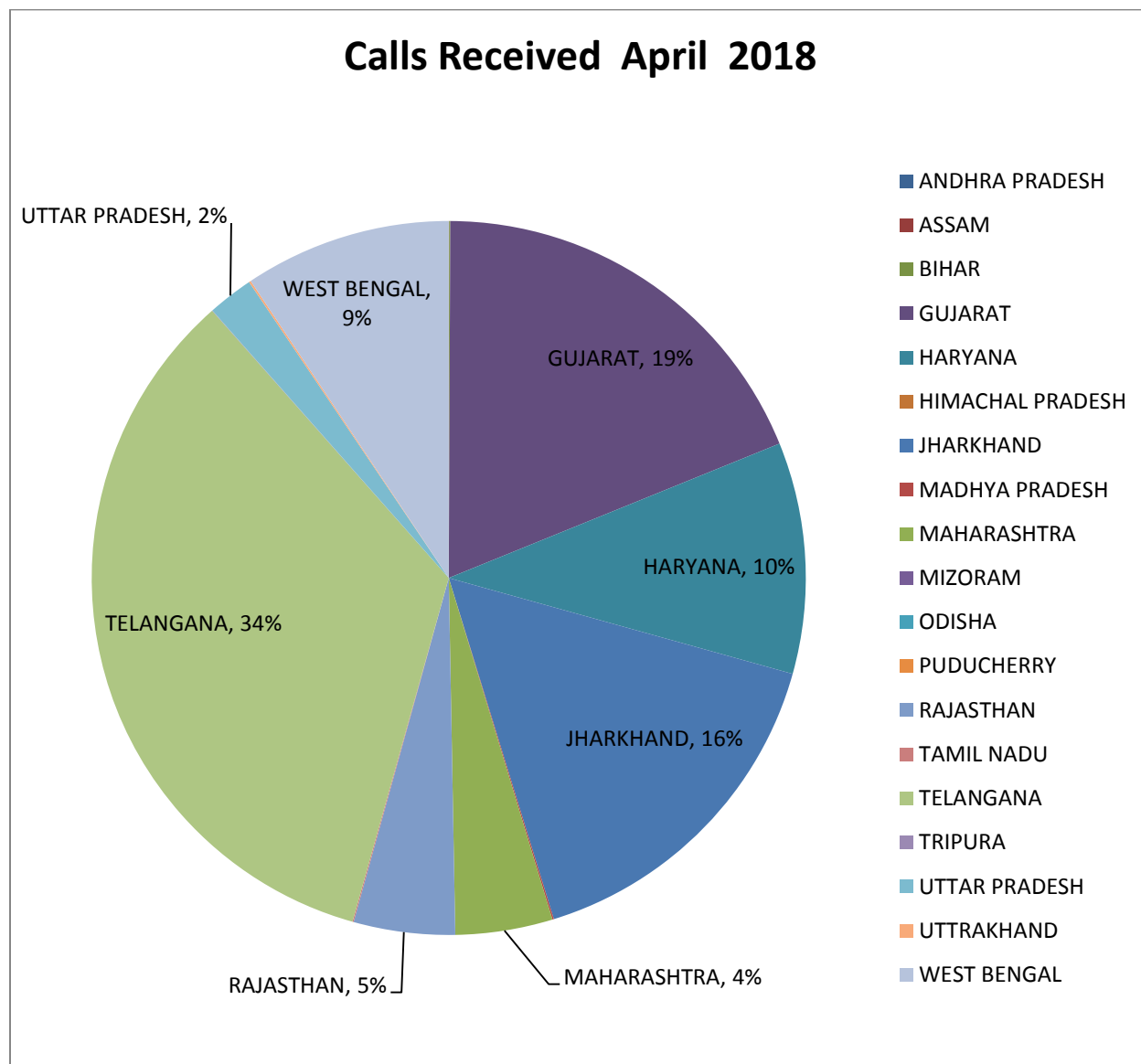


Figure 1 : States Wise Calls Report- April 2018

The States of Bihar, Himachal Pradesh, Madhya Pradesh, Mizoram, Odisha, Tamil Nadu and Uttar Pradesh have been running the helpline intermittently. The helpline at Madhya Pradesh is likely to restart its operation shortly. 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 268 calls during April 2018. 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 Govt. of Assam has now signed the Licence 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 for any assistance that may be required in operationalisation of the helpline in Assam.

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

Sector Wise Calls Received (April 2018)

Industry Name	Calls Received April'18	Cumulative calls received January - April' 18
PUBLIC DISTRIBUTION SYSTEM	1770	6410
NATIONAL FOOD SECURITY ACT	932	2582
PETROLEUM LPG PNG CNG	131	225
BANKING	121	537
TELECOM	85	485
E COMMERCE	80	301
DOMESTIC APPLIANCES	79	251
REAL ESTATE	68	267
LEGAL METROLOGY	65	182
INSURANCE	60	210
GAS LPG	52	282
AUTOMOBILE	49	202
ELECTRICITY	43	183
FOOD AND SUPPLY	39	157
FINANCE	26	111
BROADCASTING AND CABLE SERVICES	24	68
EDUCATION	20	79
POSTAL	18	82
FOOD AND BEVERAGES	17	58
MEDICAL NEGLIGENCE	16	48
AADHAAR CARD	8	35
TRANSPORT	6	46
TOURISM	6	33
ADVERTISEMENT	5	13
AIRLINES	4	16
RAILWAYS	2	15
OTHERS	973	3919

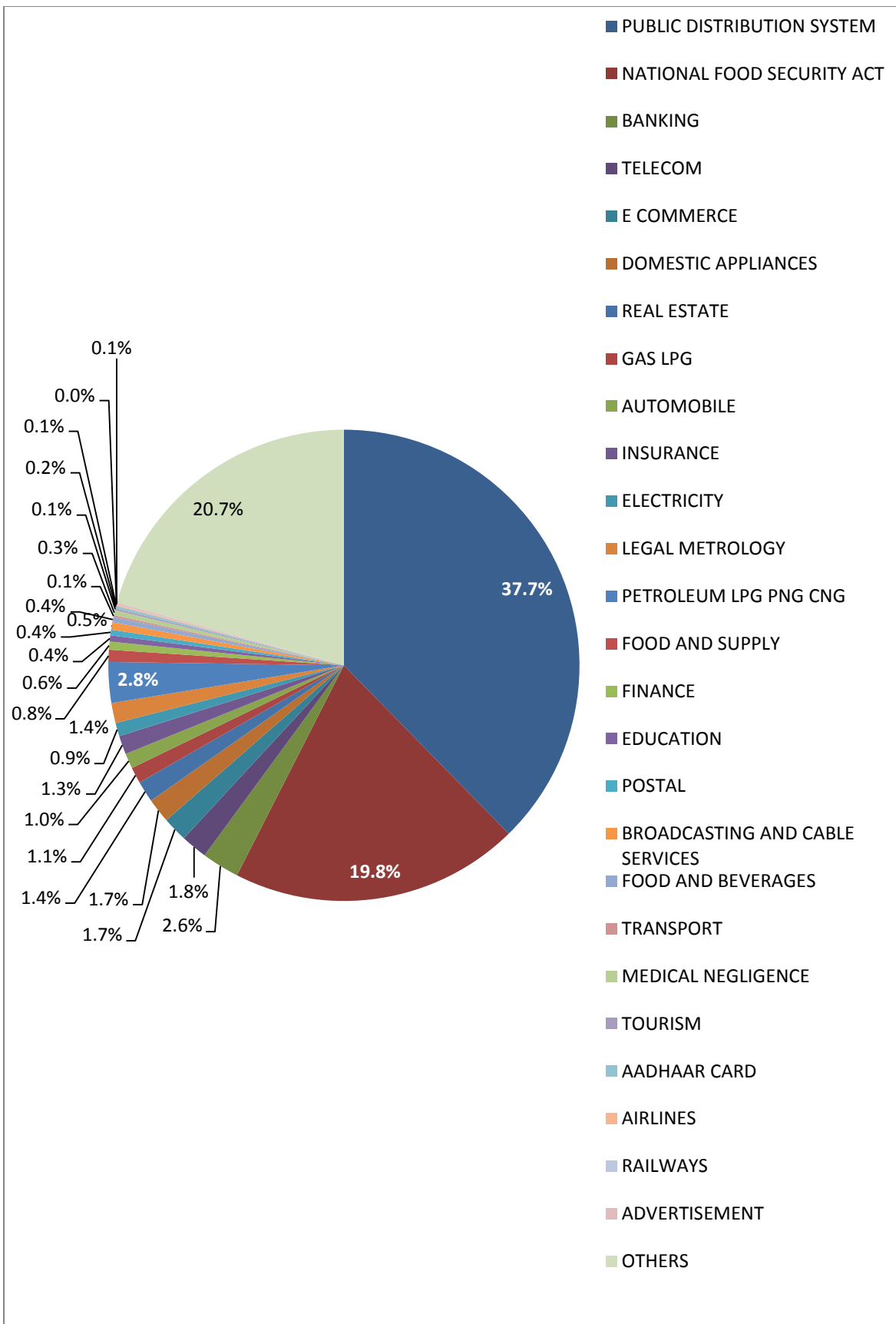


Figure 2 : Sector Wise Calls Received – April 2018

Reports from State Consumer Helplines:

Haryana:

- Total no. calls received in April are 612 and Complaints brought forward of Previous month calls were 336. 595 Complaints are resolved in April 2018 and 353 complaints are pending.
- The '**Public Distribution System**' sector calls contributed maximum no. of calls 81%. Other sector is **Petroleum LPG PNG CNG** calls received is 13%.

Maharashtra:

- We have given legal advice to 11 complainants for approaching consumer forum.
- Furthermore we have received 22 complaints in writing for which attempts are made for amicable settlement.
- Total no. of calls has gone down by 6 % & email has gone up by 2% as compared to last month.
- The '**E-commerce**' sector complaints also contributed high no. of calls i.e. 5% and 12% of the emails.
- Category- "other" (44%) is not accounted since this consists many miscellaneous complaints. The 'Domestic Appliances' sector complaints contributed maximum no. of calls i.e.7% and20% of the emails.
- We have received feedback from 1347 people whose complaints have been resolved from the period Sept. 2011 to April 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 among Twenty Five states during the Month of April 2018.
- In the month of April mega camps are conducted in Nagpur, Gondia, Bhandara, wardha Amravati, Yavatmal, Akola, Buldhana, Washim, Parbhani, Hingoli, Nanded, Ratanagiri, Sindhudurg, Dhule, Jalgaon, Nandurbar, Thane attended by 1798 participants.
- From 2/04/2018 to 4/04/2018 call are not received due to disruption in electric supply.

- From 26/04/2018 to 30/4/2018 Telephone lines dead due to cable fault. Calls were not Received during this the Month of April 2018

Telangana:

- Total no. calls received in April are 1994. Complaints received 24 in April and Complaints brought forward of Previous month was 7. Complaints are pending is 31.

Uttar Pradesh:

- Total no calls received in April are 121 in Uttar Pradesh. Complaints received in April are 7. Complaints are pending is 7. The '**Food & Supply**' sector calls contributed maximum no. of calls 17%.