



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

STATISTICAL REPORT (FEBRUARY 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. 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 February 2018 is given:

States Wise Calls Report: February 2018

Si. No	State Name	Call Received February '18	Cumulative calls (January-February 2018)
1	ANDHRA PRADESH	1	6
2	BIHAR	2	3
3	GUJARAT	780	1787
4	HARYANA	645	1175
5	HIMACHAL PRADESH	1	1
6	JHARKHAND	1001	1941
7	MADHYA PRADESH	5	8
8	MAHARASHTRA	341	746
9	MIZORAM	0	0
10	ODISHA	0	2
11	PUDUCHERRY	0	0
12	RAJASTHAN	332	348
13	TAMIL NADU	1	2
14	TELANGANA	1192	2418
15	TRIPURA	2	3
16	UTTAR PRADESH	33	214
17	UTTRAKHAND	4	13
18	WEST BENGAL	618	1376
TOTAL		4958	10043

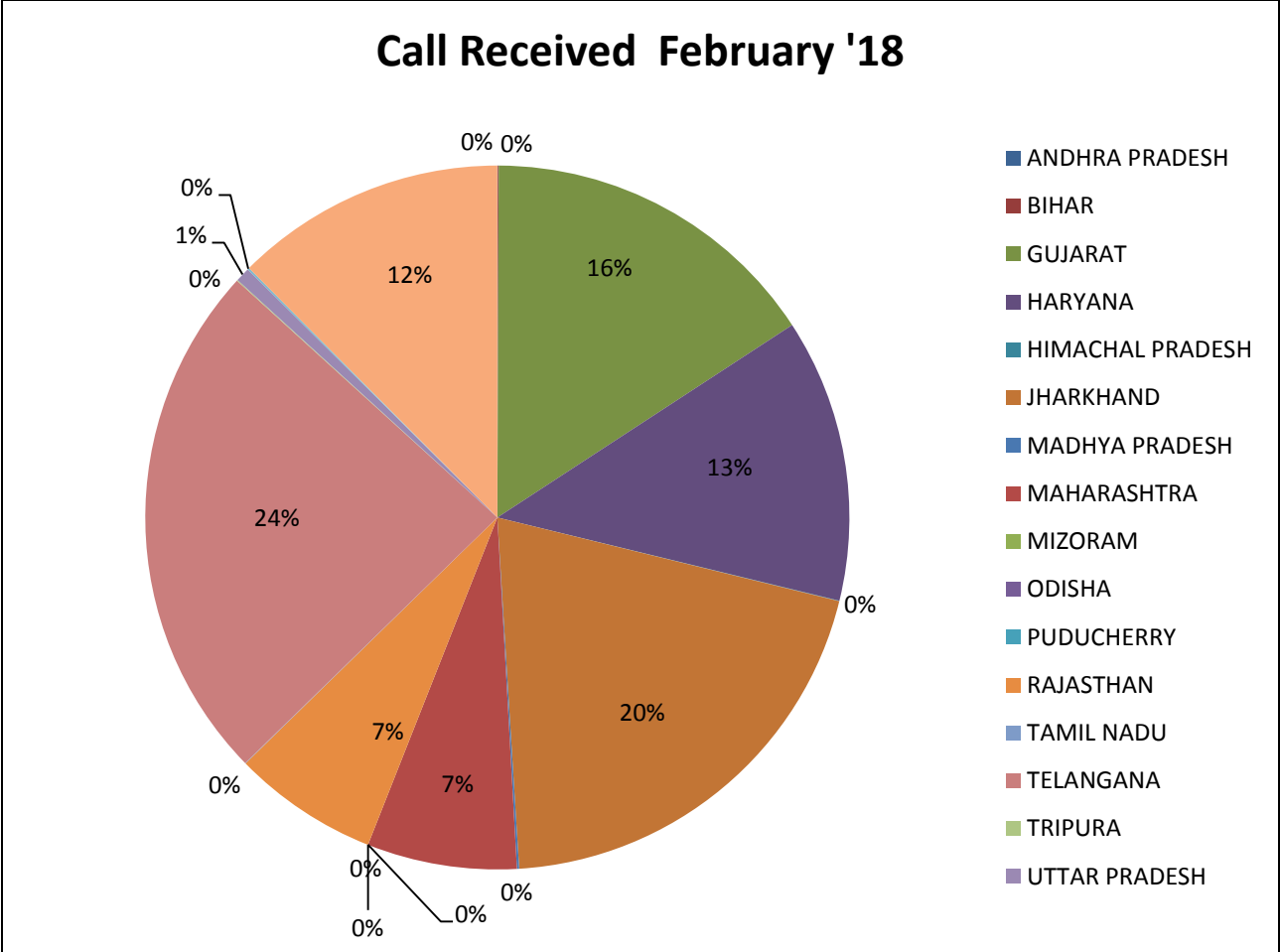


Figure 1 : States Wise Calls Report- February 2018

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. and was considering restructuring and awarding of contract for functioning of Consumer Helpline. The State helpline at Rajasthan has now resumed its functioning and have registered 332 calls during February 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 February 2018 is given below:

Sector Wise Calls Received (February 2018)

Industry Name	Calls Received February'18	Cumulative calls received January - February' 18
PUBLIC DISTRIBUTION SYSTEM	1842	3495
NATIONAL FOOD SECURITY ACT	537	1194
TELECOM	142	310
BANKING	136	268
GAS LPG	79	162
E COMMERCE	65	172
AUTOMOBILE	62	119
INSURANCE	57	105
REAL ESTATE	49	132
DOMESTIC APPLIANCES	48	128
FOOD AND SUPPLY	46	93
ELECTRICITY	44	102
LEGAL METROLOGY	37	100
PETROLEUM LPG PNG CNG	32	81
EDUCATION	26	45
FINANCE	25	58
BROADCASTING AND CABLE SERVICES	18	34
FOOD AND BEVERAGES	15	28
POSTAL	14	46
TRANSPORT	14	28
AADHAAR CARD	10	16
MEDICAL NEGLIGENCE	6	22
TOURISM	5	18
AIRLINES	3	9
RAILWAYS	3	10
ADVERTISEMENT	1	5
OTHERS	927	2090

