



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

STATISTICAL REPORT (JANUARY 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 January 2018 is given:

States Wise Calls Report: January 2018

Si. No	State Name	Call Received January '18	Calls Received (January-December 2017)
1	ANDHRA PRADESH	5	5
2	BIHAR	1	6
3	GUJARAT	1007	13703
4	HARYANA	530	5271
5	HIMACHAL PRADESH	0	1
6	JHARKHAND	940	16630
7	MADHYA PRADESH	3	10
8	MAHARASHTRA	405	6476
9	MIZORAM	0	0
10	ODISHA	2	3
11	PUDUCHERRY	0	1971
12	RAJASTHAN	16	4390
13	TAMIL NADU	1	10
14	TELANGANA	1226	14158
15	TRIPURA	1	20
16	UTTAR PRADESH	181	2031
17	UTTRAKHAND	9	117
18	WEST BENGAL	758	7951
TOTAL		5085	72753

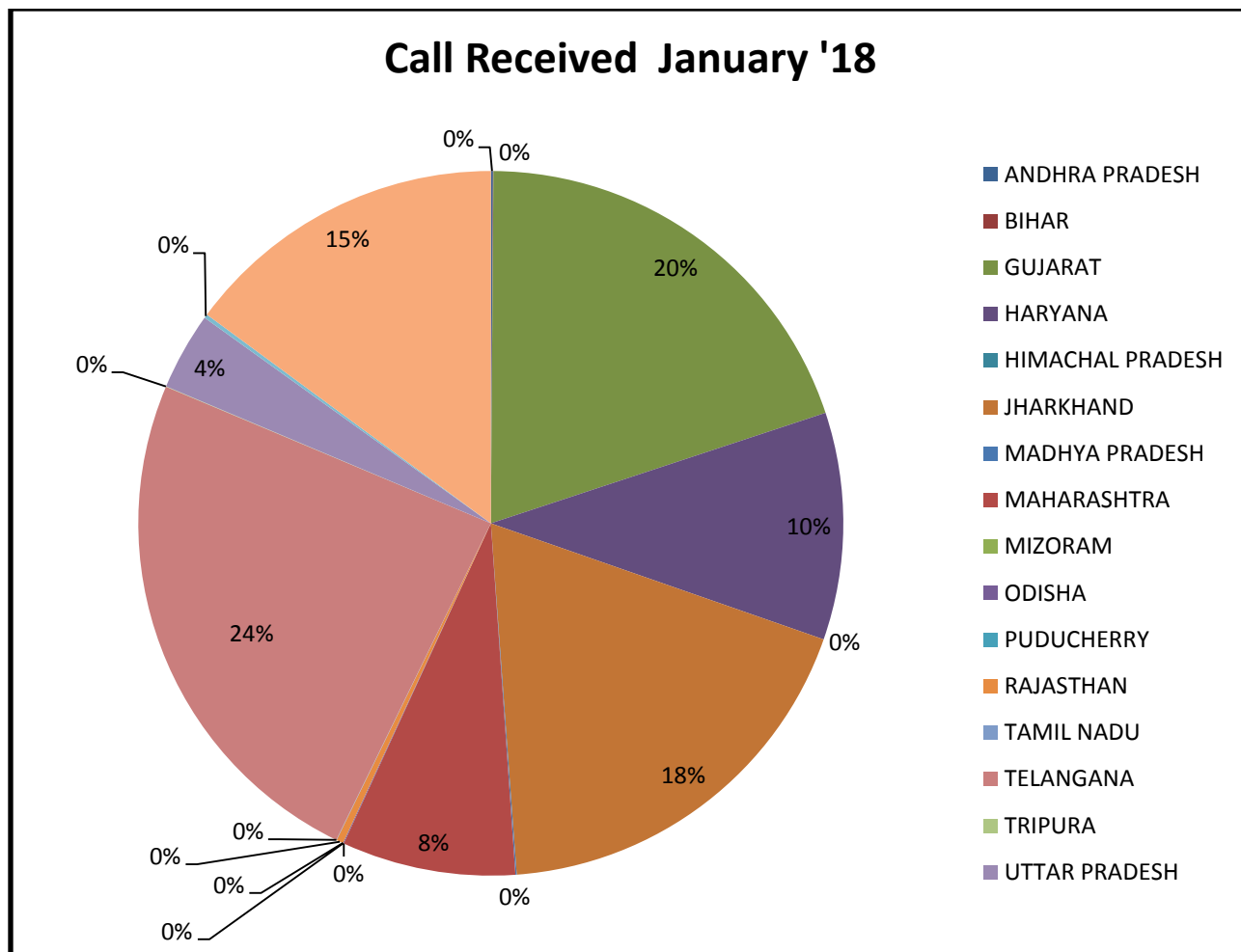


Figure 1 : States Wise Calls Report- January 2018

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 Govt. of Assam has now signed the Licence Agreement to share IT Portal for complaint registration and use of knowledge database.

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

Sector Wise Calls Received (January 2018)

Industry Name	Calls Received January '18	Cumulative calls received January ' 18
PUBLIC DISTRIBUTION SYSTEM	1653	1653
NATIONAL FOOD SECURITY ACT	657	657
TELECOM	168	168
BANKING	132	132
E COMMERCE	107	107
REAL ESTATE	83	83
GAS LPG	83	83
DOMESTIC APPLIANCES	80	80
LEGAL METROLOGY	63	63
ELECTRICITY	58	58
AUTOMOBILE	57	57
PETROLEUM LPG PNG CNG	49	49
INSURANCE	48	48
FOOD AND SUPPLY	47	47
FINANCE	33	33
POSTAL	32	32
EDUCATION	19	19
BROADCASTING AND CABLE SERVICES	16	16
MEDICAL NEGLIGENCE	16	16
TRANSPORT	14	14
FOOD AND BEVERAGES	13	13
TOURISM	13	13
RAILWAYS	7	7
AADHAAR CARD	6	6
AIRLINES	6	6
ADVERTISEMENT	4	4
OTHERS	1163	1163

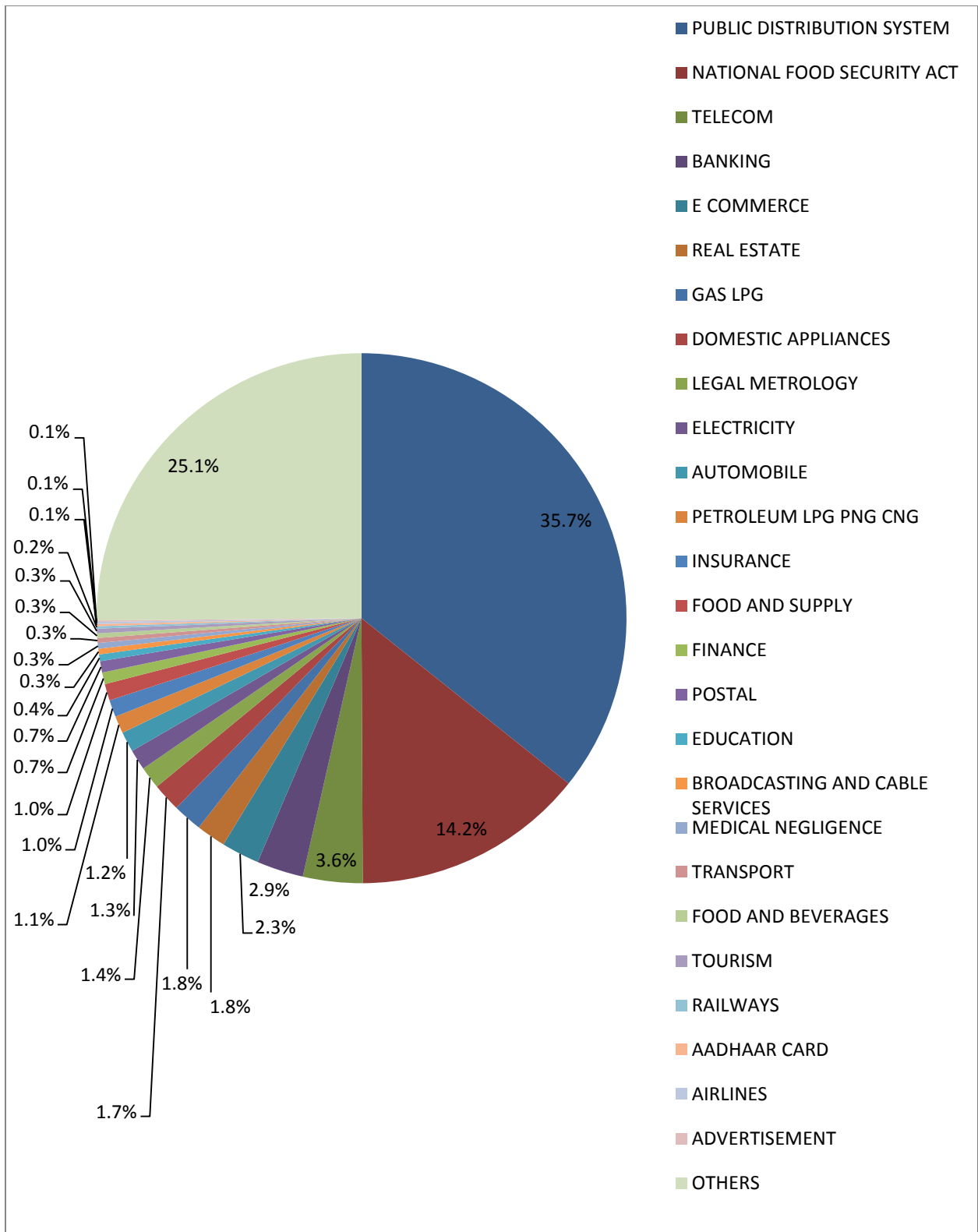


Figure 2 : Sector Wise Calls Received - January 2018