



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

STATISTICAL REPORT (JULY 2018)

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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 July 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% of the consumers calls have been from rural area, the reports from the helplines at Jharkhand, Haryana and Maharashtra indicates of more than 97% of the calls having been received from rural areas.

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

States Wise Calls Report: July 2018

S. No	State Name	Calls Received July 2018	Cumulative calls (January- July 2018)
1	ANDHRA PRADESH	0	10
2	ASSAM	2	5
3	BIHAR	4	20
4	GUJARAT	1083	5897
5	HARYANA	539	3958
6	HIMACHAL PRADESH	0	2
7	JHARKHAND	1228	6994
8	MADHYA PRADESH	8	36
9	MAHARASHTRA	388	2310
10	MIZORAM	0	0
11	ODISHA	2	6
12	PUDUCHERRY	0	0
13	RAJASTHAN	17	1340
14	TAMIL NADU	1	10

15	TELANGANA	1803	10725
16	TRIPURA	3	17
17	UTTAR PRADESH	289	989
18	UTTRAKHAND	9	31
19	WEST BENGAL	1069	4963
TOTAL		6445	37313

Top 5 States- Calls Received during July 2018			
Si.no.	State Name	Calls Received July '18	Cumulative calls (January- July 2018)
1	TELANGANA	1803	10725
2	JHARKHAND	1228	6994
3	GUJRAT	1083	4963
4	WEST BENGAL	1069	5897
5	HARYANA	539	3958

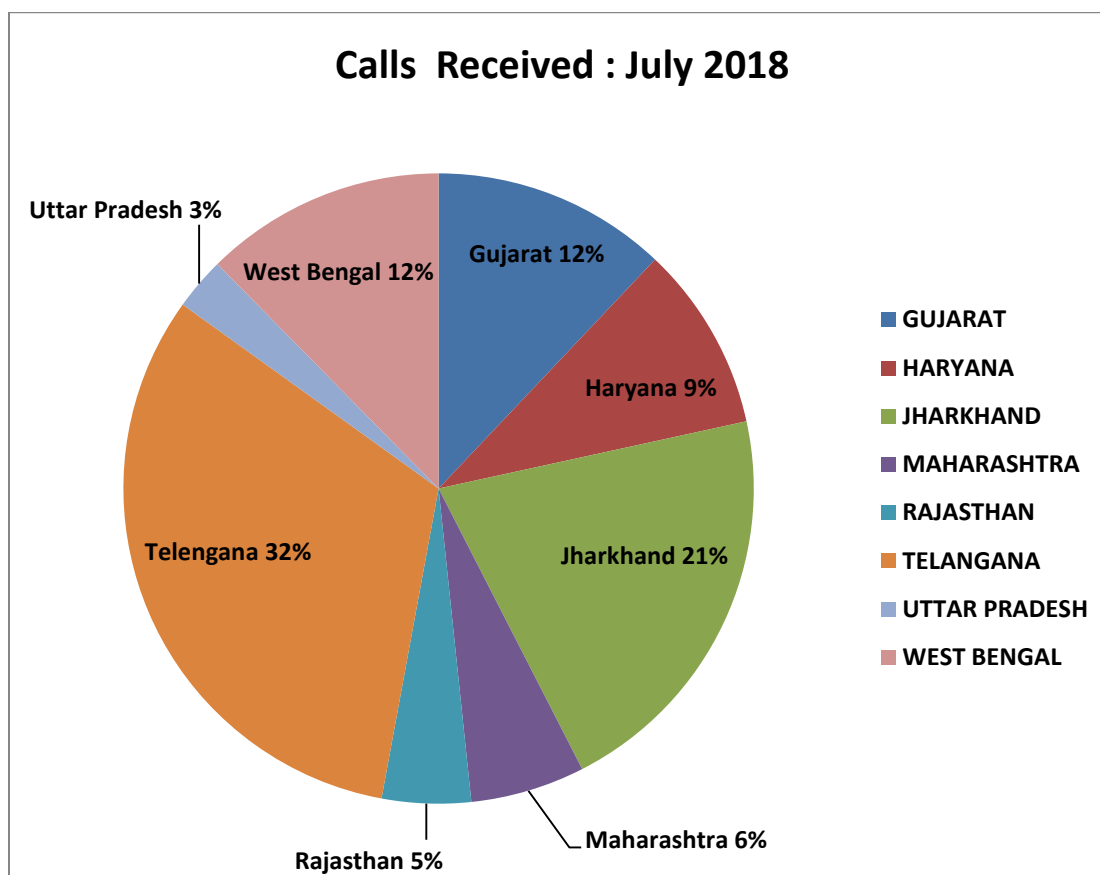


Figure 1 : States Wise Calls Report- July 2018

Source wise Call/Complaint Data Report: July 2018

Source wise Call/Complaint Data Report : July 2018										
S.No.	State name	E mail	Escalated	Fax	In person	Letter	Online	Telephone	Toll Free	Total
1	ANDHRA PRADESH	0	0	0	0	0	0	0	0	0
2	ASSAM	0	0	0	0	0	2	0	0	2
3	BIHAR	0	0	0	0	0	4	0	0	4
4	GUJARAT	43	0	2	299	9	17	192	521	1083
5	HARYANA	6	0	0	0	0	3	0	530	539
6	HIMACHAL PRADESH	0	0	0	0	0	0	0	0	0
7	JHARKHAND	0	0	0	0	0	0	2	1226	1228
8	MADHYA PRADESH	0	0	0	0	0	8	0	0	8
9	MAHARASHTRA	0	0	0	1	0	2	1	384	388
10	MIZORAM	0	0	0	0	0		0	0	0
11	ODISHA	0	0	0	0	0	2	0	0	2
12	PUDUCHERRY	0	0	0	0	0	0	0	0	0
13	RAJASTHAN	0	0	0	0	0	17	0	0	17
14	TAMIL NADU	0	0	0	0	0	1	0	0	1
15	TELANGANA	0	0	0	0	0	28	9	1766	1803
16	TRIPURA	0	0	0	0	0	2	0	1	3
17	UTTAR PRADESH	0	0	0	0	0	10	3	276	289
18	UTTRAKHAND	0	0	0	0	0	0	9	0	9
19	WEST BENGAL	0	0	0	0	2	8	1	1058	1069
Total		49	0	2	300	11	104	217	5762	6445

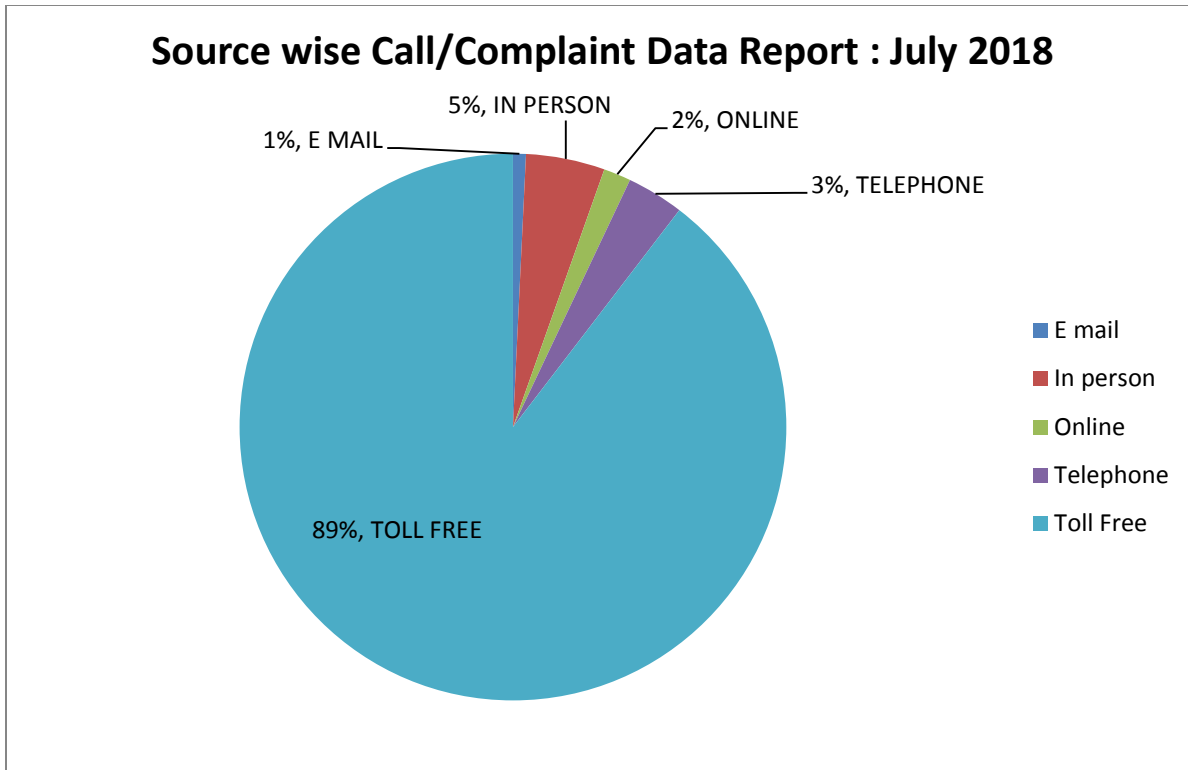


Figure 2: Source wise Call/Complaint Data Report

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 17 calls during July 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 July 2018 is given below:

Sector Wise Calls Received (July 2018)

Industry Name	Calls Received July'18	Cumulative calls received January – July' 18
PUBLIC DISTRIBUTION SYSTEM	1933	12217
NATIONAL FOOD SECURITY ACT	862	5071
BANKING	160	916
DOMESTIC APPLIANCES	149	641
TELECOM	141	853
LEGAL METROLOGY	132	439
REAL ESTATE	116	522
E COMMERCE	107	604
GAS LPG	106	498
ELECTRICITY	77	393
FINANCE	69	241
FOOD AND SUPPLY	68	307
AUTOMOBILE	57	364
INSURANCE	56	383
EDUCATION	50	182
PETROLEUM LPG PNG CNG	48	349
BROADCASTING AND CABLE SERVICES	40	158
POSTAL	27	159
MEDICAL NEGLIGENCE	19	92
TOURISM	15	69
FOOD AND BEVERAGES	12	97
AIRLINES	9	32
TRANSPORT	7	82
AADHAAR CARD	6	57
RAILWAYS	5	26
ADVERTISEMENT	2	19
OTHERS	1281	7151

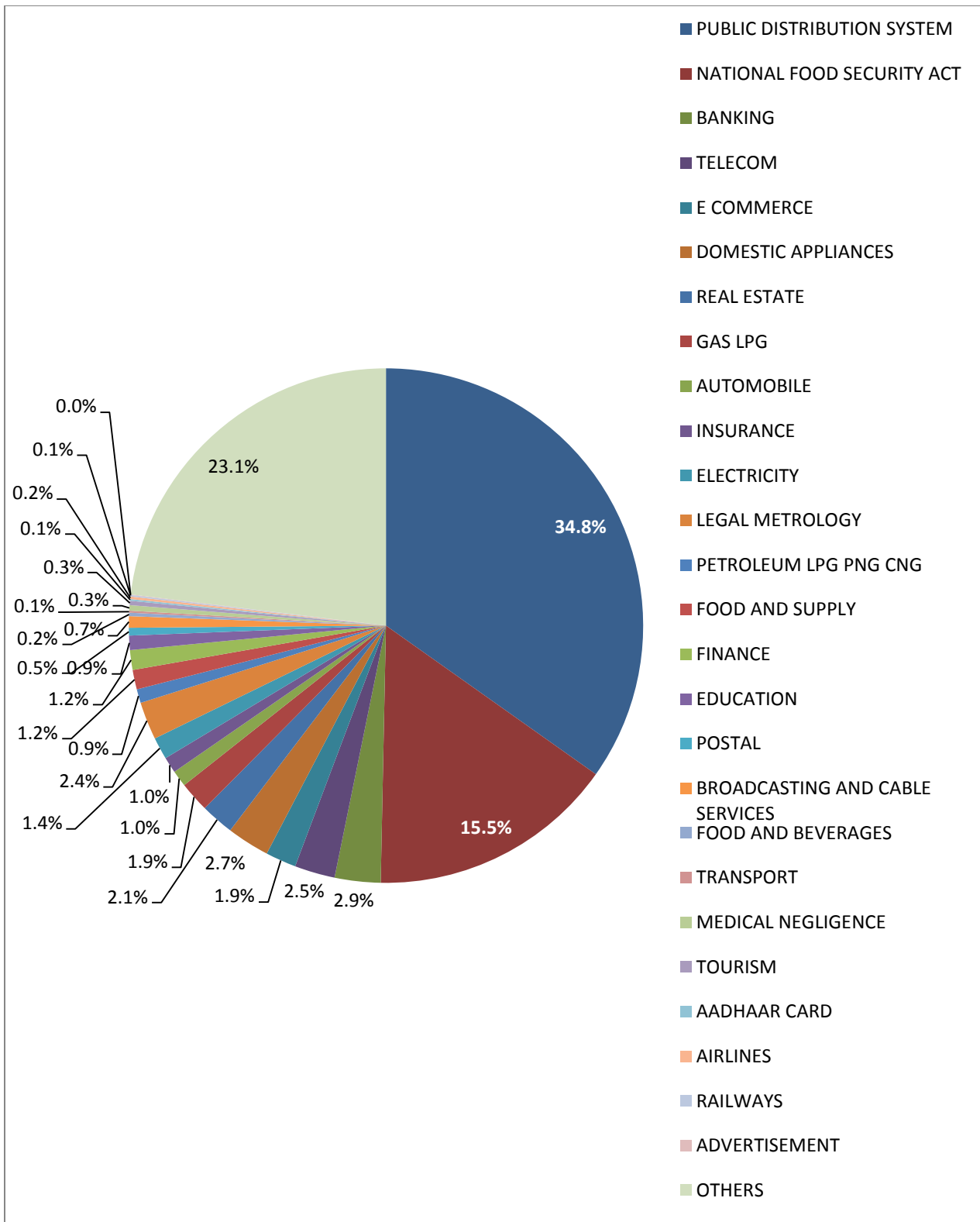


Figure 3: Sector wise Call Received in July 2018

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

S No	State Name	Calls Received from Rural	Call Received from Urban
1	ANDHRA PRADESH	0	0
2	ASSAM	0	2
3	BIHAR	0	4
4	GUJARAT	204	879
5	HARYANA	527	12
6	HIMACHAL PRADESH	0	0
7	JHARKHAND	1207	21
8	MADHYA PRADESH	0	8
9	MAHARASHTRA	384	4
10	MIZORAM	0	0
11	ODISHA	0	2
12	PUDUCHERRY	0	0
13	RAJASTHAN	0	17
14	TAMIL NADU	0	1
15	TELANGANA	1	1802
16	TRIPURA	0	3
17	UTTAR PRADESH	0	289
18	UTTRAKHAND	3	6
19	WEST BENGAL	323	746
TOTAL		2649	3796

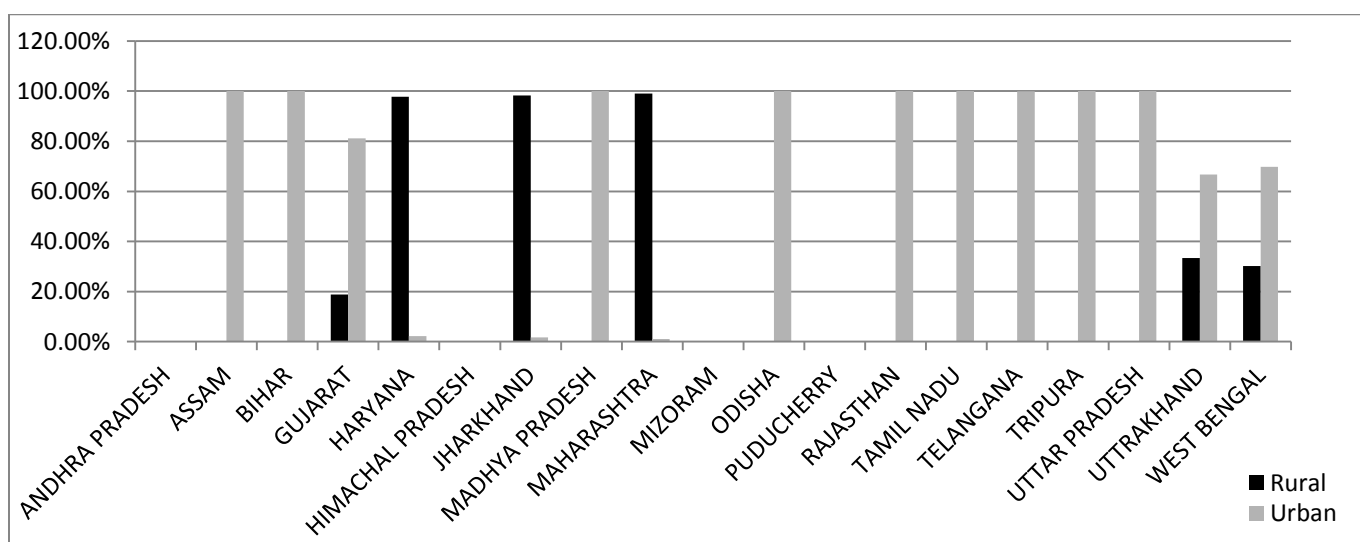


Figure4: (Urban/Rural) wise call Report in July 2018

Gender wise Call Received : July 2018

S.no.	State Name	Call received from Male	Call received from Female
1	ANDHRA PRADESH	0	0
2	ASSAM	2	0
3	BIHAR	4	0
4	GUJARAT	1020	63
5	HARYANA	520	19
6	HIMACHAL PRADESH	0	0
7	JHARKHAND	1053	175
8	MADHYA PRADESH	6	2
9	MAHARASHTRA	356	32
10	MIZORAM	0	0
11	ODISHA	2	0
12	PUDUCHERRY	0	0
13	RAJASTHAN	14	3
14	TAMIL NADU	1	0
15	TELANGANA	1681	122
16	TRIPURA	3	0
17	UTTAR PRADESH	283	6
18	UTTRAKHAND	8	1
19	WEST BENGAL	913	156
Total		5883	580

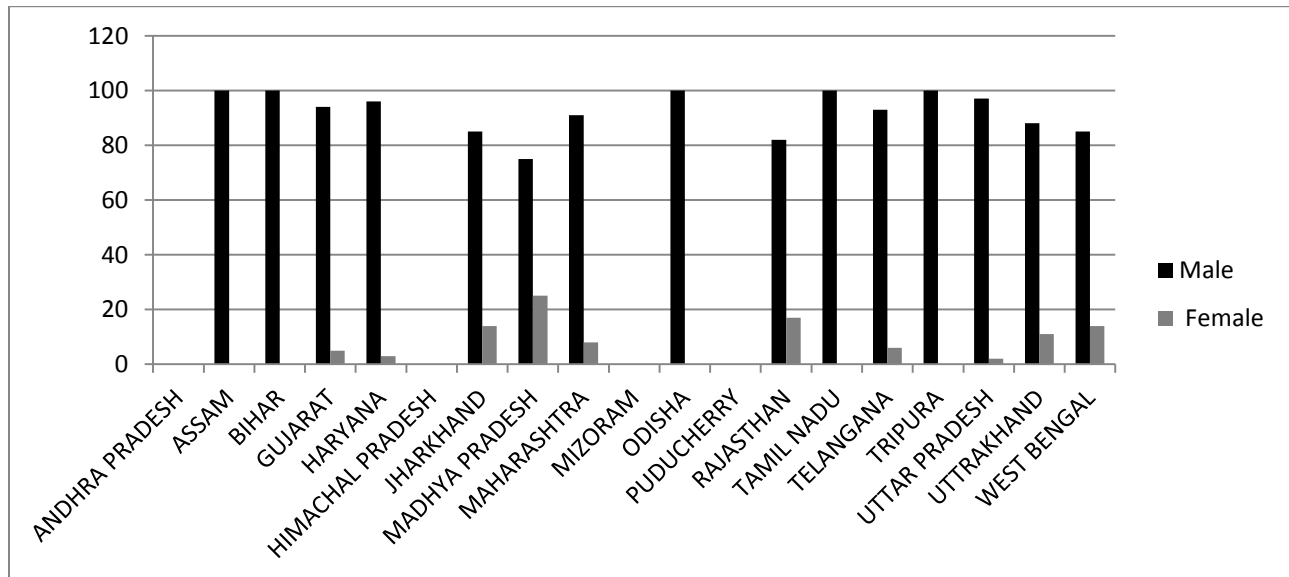


Figure 5: Gender wise Call Received in July 2018

Reports from State Consumer Helplines:

Telangana:

State Consumer Helpline, Telangana - Call Data Report for the Month of July 2018								
S.No.	Complaints B/F	Calls Received	Complaint Received	Total (2+4)	Complaints discarded	Complaint Solved	Complaint Forwarded	Complaint Pending (5-6-7)
1	2	3	4	5	6	7	8	9
Complaints received	15	1735	27	42	0	0	42	42

Source wise Call/Complaint Data Report for the SCH(Telangana) for the Month of July 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	-	-	-	-	-	25	2	-	27

State Consumer Helpline, Telangana – Category wise report for the month of July 2018									
S.no.	Health	Financial services	Education	Real Estate	Food and Beverages	PDS	Transport	Others	Total
1	2	3	4	5	6	7	8	9	10
0	1	2	2	0	0	0	1	21	27

- Total no. calls received in July are 1735 and Complaints brought forward of Previous month calls were 15. No Complaints are resolved in July 2018 and 42 complaints are pending.

Maharashtra:

Complaint By Calls of Maharashtra – July 2018

S.no	Type of Call	Total	Percentage
1.	Complaint	177	45.62
2.	Information	211	54.38
Total		388	100.00

Complaint categories By Calls of Maharashtra – July 2018			
S.no.	Industry Name	Complaint received	Percentage
1.	ADHAAR CARD	0	0.00
2.	ADVERTISEMENT	0	0.00
3.	AGRICULTURE	2	0.55
4.	AIRLINES	2	0.55
5.	AUTOMOBILE	1	0.28
6.	BANKING	24	6.65
7.	BROADCASTING AND CABLE SERVICES	10	2.77
8.	CONSUMER PROTECTION ACT	1	0.28
9	DOMESTIC APPLIANCES	24	6.65
10.	DRUGS AND MEDICINES	1	0.28
11.	E COMMERCE	16	4.43
12.	EDUCATION	4	1.11
13.	ELECTRICITY	7	1.94
14.	FINANCE	9	2.49
15.	FOOD AND BEVERAGES	3	0.83
16.	FOOD PACKAGING	1	0.28
17.	FOOD SAFETY	0	0.00
18.	FOOD PACKAGING	1	0.28
19.	LEGAL	0	0.00
20.	LEGAL METROLOGY	11	3.05
21.	MEDICAL NEGLIGENCE	3	0.83
22.	NBFC	5	1.39
23.	PETROLEUM LPG PNG CNG	1	0.28
24.	POSTAL	8	2.22
25.	PRODUCTS	0	0.00
26.	PUBLIC DISTRIBUTION SYSTEM	31	8.59
27.	RAILWAYS	1	0.28
28.	REAL ESTATE	27	7.48
29.	RTI	0	0.00
30.	SALES TAX	0	0.00

31.	TELECOM	35	9.70
32.	OTHERS	126	34.90
33.	TOURISM	5	1.39
34.	WATER SECTOR	0	0.00
Total		388	100.0

Complaint by Email of Maharashtra – July 2018

S.no.	Types of Email	Total	Percentage
1.	Complaints	683	99.85
2.	Information	1	0.15
Total		684	100.00

Complaint categories by Email of Maharashtra – July 2018

S.no	Industry Name	Complaint Received	Percentage
1.	AIRLINES	1	1.00
2.	AUTOMOBILE	4	0.59
3.	BANKING	53	7.76
4.	BROADCASTING AND CABLE SERVICES	45	1.00
5.	DOMESTIC APPLIANCES	108	15.81
6.	DRUG AND MEDICINES	0	0.00
7.	E COMMERCE	64	9.37
8.	EDUCATION	11	1.61
9.	ELECTRICITY	8	1.17
10.	FINANCE	26	3.81
11.	FMCG	0	0.00
12.	FOOD SAFETY	21	3.07
13.	HEALTH	0	0.00
14.	INSURANCE	34	4.98
15.	LEGAL METROLOGY	9	1.32
16.	MEDICAL NEGLIGENCE	0	0.00
17.	PETROLEUM LPG PNG SECTOR	7	1.02
18.	POSTAL	15	2.20
19.	PUBLIC DISTRIBUTION	0	0.00
20.	RAILWAYS	14	2.05
21.	REAL ESTATE	30	4.39
22.	RTI	0	0.00
23.	TELECOM	91	13.32
24.	TRAVEL	35	5.12
25.	OTHER	94	13.76
26.	WATER SECTOR	0	0.00
27.	LEGAL COURT MATTER/ LEGAL ADVICE/ MEDIATION	13	1.90
Total		683	100.00

Qualitative Report

Our helpline interaction with consumers :

Month	Toll free	Emails
Feb-18	447(24.60%)	2395(18.02%)
Mar-18	440(24.21%)	2549(19.18%)
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%)

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 8 complainants for approaching consumer forum.
- Further more we have received 4 complaints in writing for which attempts are made for amicable settlement.
- Total no. of calls have down by 2 % & email have down by 1% as compared to last month.
- The 'Ecommerce' sector complaints also contributed high no. of calls i.e. 4% and 9% of the mails.
- Category- "other" (32%) is not accounted since this consists many miscellaneous complaints.
- The 'Domestic Appliances' sector complaints contributed maximum no. of calls i.e.6% and 15% of the emails.
- We have received feedback from 1362 people whose complaints have been resolved from the period Sept. 2011 to July 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 6% share of the total compliants among Twenty Six states during the Month of June 2018.
- Due to Technical problem unproductive calls data not available hence only productive calls reported.

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