



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

STATISTICAL REPORT (JUNE 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. 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 June 2018 is given:

States Wise Calls Report: June 2018

Si. No	State Name	Calls Received June 2018	Cumulative calls (January-June 2018)
1	ANDHRA PRADESH	0	9
2	ASSAM	1	3
3	BIHAR	1	16
4	GUJARAT	653	4814
5	HARYANA	516	3419
6	HIMACHAL PRADESH	1	2
7	JHARKHAND	1132	5766
8	MADHYA PRADESH	3	28
9	MAHARASHTRA	318	1922
10	MIZORAM	0	0
11	ODISHA	1	4
12	PUDUCHERRY	0	0
13	RAJASTHAN	247	1323
14	TAMIL NADU	1	9
15	TELANGANA	1735	8922
16	TRIPURA	3	14
17	UTTAR PRADESH	146	700
18	UTTRAKHAND	2	22
19	WEST BENGAL	671	3894
TOTAL		5431	30867

Top 5 States- Calls Received during June 2018			
Si.no.	State Name	Calls Received June '18	Cumulative calls (January- June 2018)
1	TELANGANA	1735	8922
2	JHARKHAND	1132	5766
3	WEST BENGAL	671	3894
4	GUJARAT	653	4814
5	HARYANA	516	3419

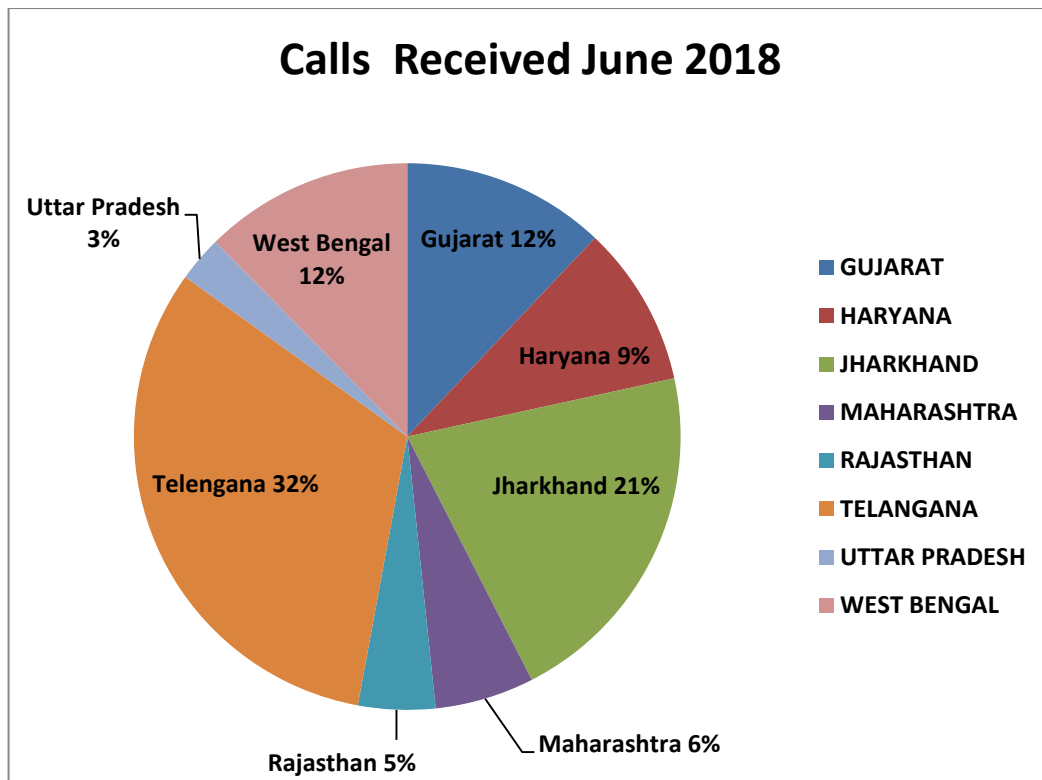


Figure 1 : States Wise Calls Report- June 2018

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 July 2018 as the process for recruitment of the necessary manpower has already been initiated. As per communication, Govt of Madhya Pradesh may need onsite training for their newly recruited staff during July 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 247 calls during June 2018. Government of Punjab, Karnataka have not yet networked their helpline with IT Portal despite imparting training to their staff at IIPA and also having signed the Licence Agreement to share IT Portal for complaint registration and use of knowledge database. The Govt. of Assam has already 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 by the State Government in operationalisation of the helpline in Assam.

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

Sector Wise Calls Received (June 2018)

Industry Name	Calls Received June'18	Cumulative calls received January - June' 18
PUBLIC DISTRIBUTION SYSTEM	1831	10284
NATIONAL FOOD SECURITY ACT	850	4209
DOMESTIC APPLIANCES	140	492
TELECOM	130	712
BANKING	98	756
E COMMERCE	85	497
ELECTRICITY	71	316
LEGAL METROLOGY	67	307
REAL ESTATE	63	406
GAS LPG	62	392
INSURANCE	61	327
AUTOMOBILE	54	307
PETROLEUM LPG PNG CNG	38	301
EDUCATION	37	132
FOOD AND SUPPLY	35	239
FINANCE	29	172
BROADCASTING AND CABLE SERVICES	26	118
POSTAL	25	132
TRANSPORT	20	75
FOOD AND BEVERAGES	15	85
MEDICAL NEGLIGENCE	11	73
TOURISM	11	54
AADHAAR CARD	10	51
ADVERTISEMENT	4	17
AIRLINES	3	23
RAILWAYS	1	21
OTHERS	901	5870

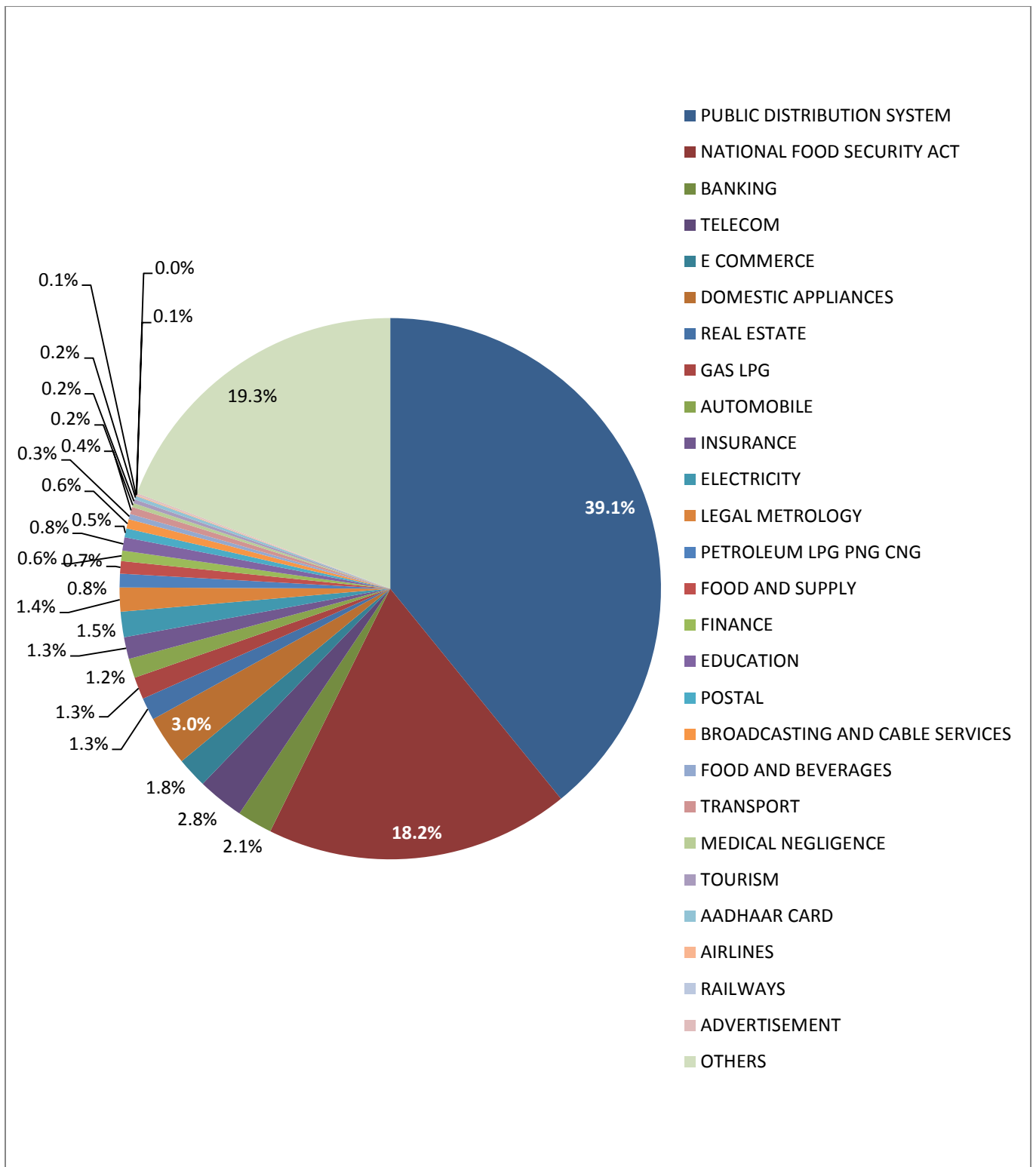


Figure 2 : Sector Wise Calls Received – June 2018

Reports from State Consumer Helplines:

Haryana:

State Consumer Helpline, Haryana - Call Data Report for the Month of June 2018

S.No.	Complaints B/F	Calls Received	Complaint Received	Total (2+3)	Complaints discarded	Complaint Solved	Complaint Forwarded	Complaint Pending (5-6-7)
1	2	3	4	5	6	7	8	9
Complaints received	377	510	9	887	0	500	2	387

- Total no. calls received in June are 510 and Complaints brought forward of Previous month calls were 377. 500 Complaints are resolved in June 2018 and 387 complaints are pending.
- The '**Public Distribution System**' sector calls contributed maximum no. of calls 91%. Other sector is **Petroleum LPG PNG CNG** calls received is 2.7%.

Maharashtra:

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%)

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 10 complainants for approaching consumer forum.
- Further more we have received 7 complaints in writing for which attempts are made for amicable settlement.
- Total no. of calls have down by 1 % & email have down by 2% as compared to last month.
- The 'Ecommerce' sector complaints also contributed high no. of calls i.e. 5% and 10% of the mails.
- Category- "other" (41%) is not accounted since this consists many misselaneous complaints.
- The 'Domestic Appliances' sector complaints contributed maximum no. of calls i.e.10% and 9% of the emails.
- We have received feedback from 1359 people whose complaints have been resolved from the period Sept. 2011 to June 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 5% 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.

Uttar Pradesh

Progress Report of UP State Consumer Helpline From the Month of APRIL to JUNE -2018								
No. of Complaints					No. of Complaints			
Consumer Related	Non-Consumer	Gover nment	Total	BF from Previous month	Total	Resolved	Closed	Pending
1	2	3	4	5	6	7	8	9
116	45	71	116	0	116	116	116	0
198	85	113	198	0	198	198	198	0

146	76	70	146	0	146	146	146	0
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