



Government of India



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

STATISTICAL REPORT (MARCH 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 March 2018 is given:

States Wise Calls Report: March 2018

Si. No	State Name	Call Received March '18	Cumulative calls (January- March 2018)
1	ANDHRA PRADESH	0	6
2	BIHAR	8	11
3	GUJARAT	293	2080
4	HARYANA	518	1693
5	HIMACHAL PRADESH	0	1
6	JHARKHAND	583	2524
7	MADHYA PRADESH	4	12
8	MAHARASHTRA	283	1029
9	MIZORAM	0	0
10	ODISHA	0	2
11	PUDUCHERRY	0	0
12	RAJASTHAN	185	533
13	TAMIL NADU	2	4
14	TELANGANA	1097	3515
15	TRIPURA	1	4
16	UTTAR PRADESH	21	235
17	UTTRAKHAND	2	15
18	WEST BENGAL	715	2091
TOTAL		3712	13755

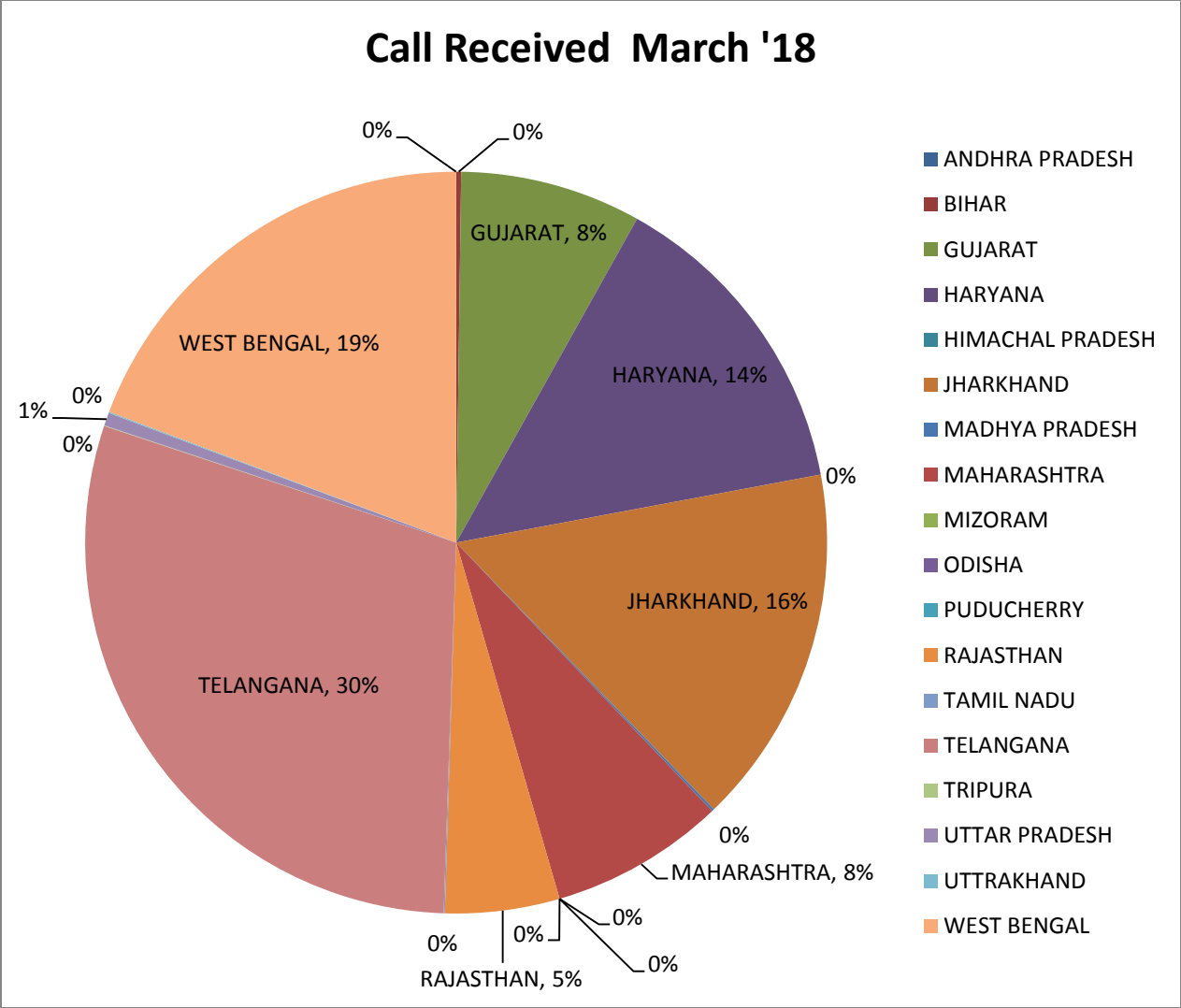


Figure 1 : States Wise Calls Report- March 2018

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 have registered 185 calls during March 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 March 2018 is given below:

Sector Wise Calls Received (March 2018)

Industry Name	Calls Received March '18	Cumulative calls received January - March' 18
PUBLIC DISTRIBUTION SYSTEM	1145	4640
NATIONAL FOOD SECURITY ACT	456	1650
BANKING	148	416
TELECOM	90	400
GAS LPG	68	230
REAL ESTATE	67	199
E COMMERCE	49	221
INSURANCE	45	150
DOMESTIC APPLIANCES	44	172
ELECTRICITY	38	140
AUTOMOBILE	34	153
FINANCE	27	85
FOOD AND SUPPLY	25	118
POSTAL	18	64
LEGAL METROLOGY	17	117
EDUCATION	14	59
PETROLEUM LPG PNG CNG	13	94
FOOD AND BEVERAGES	13	41
TRANSPORT	12	40
AADHAAR CARD	11	27
BROADCASTING AND CABLE SERVICES	10	44
MEDICAL NEGLIGENCE	10	32
TOURISM	9	27
AIRLINES	3	12
RAILWAYS	3	13
ADVERTISEMENT	3	8
OTHERS	856	2946

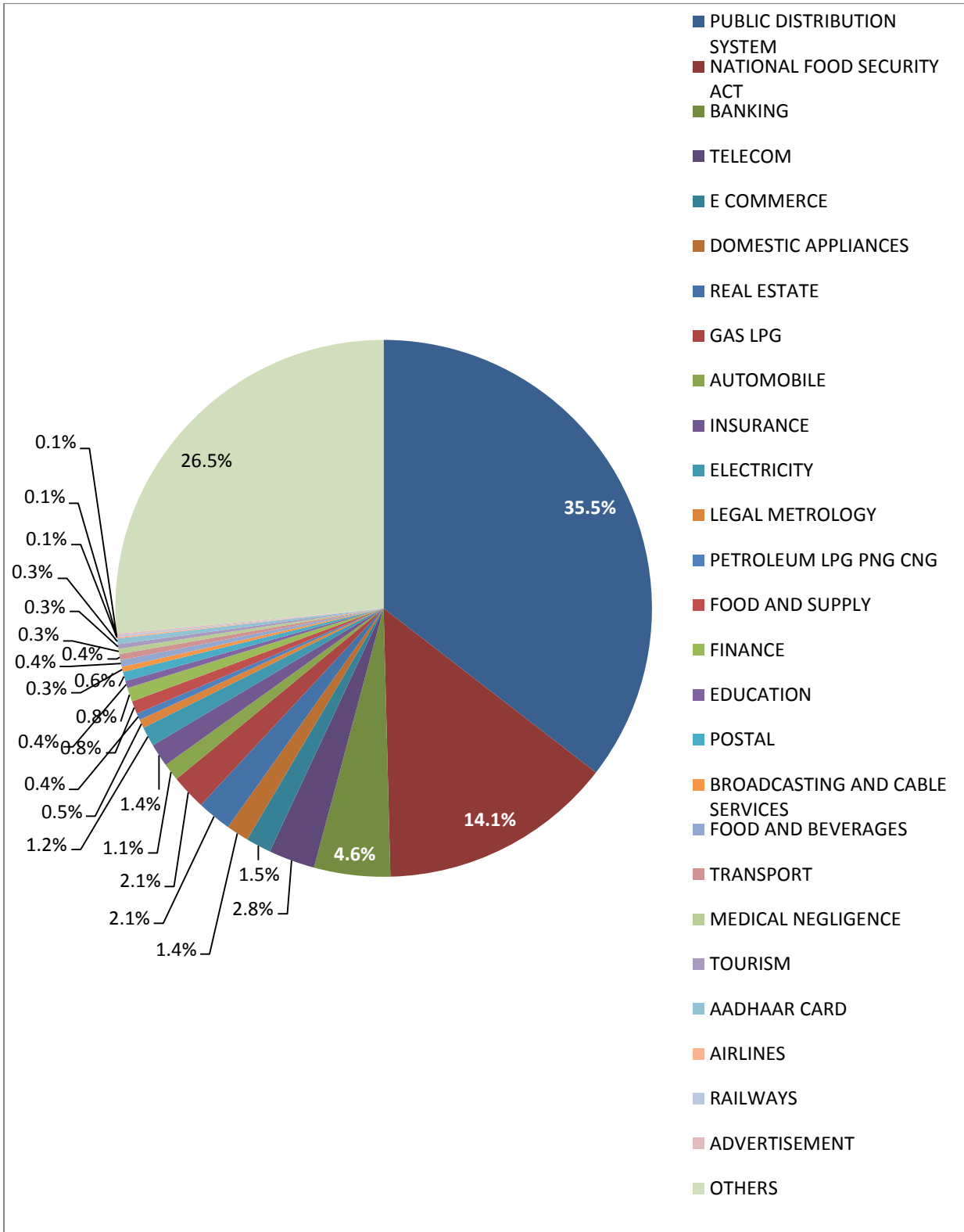


Figure 2 : Sector Wise Calls Received - March 2018