



Government of India



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

STATISTICAL REPORT (MAY 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 May 2018 is given:

States Wise Calls Report: May 2018

Si. No	State Name	Calls Received May 2018	Cumulative calls (January-May 2018)
1	ANDHRA PRADESH	3	9
2	ASSAM	1	2
3	BIHAR	1	15
4	GUJARAT	983	4161
5	HARYANA	598	2903
6	HIMACHAL PRADESH	0	1
7	JHARKHAND	1180	4634
8	MADHYA PRADESH	9	25
9	MAHARASHTRA	318	1604
10	MIZORAM	0	0
11	ODISHA	1	3
12	PUDUCHERRY	0	0
13	RAJASTHAN	275	1076
14	TAMIL NADU	1	8
15	TELANGANA	1678	7187
16	TRIPURA	6	11
17	UTTAR PRADESH	198	554
18	UTTRAKHAND	0	20
19	WEST BENGAL	585	3223
TOTAL		5837	25436

Top 5 States- Calls Received during May 2018			
Si.no.	State Name	Calls Received May '18	Cumulative calls (January- May 2018)
1	TELANGANA	1678	7187
2	JHARKHAND	1180	4634
3	GUJARAT	983	4161
4	HARYANA	598	2903
5	WEST BENGAL	585	3223

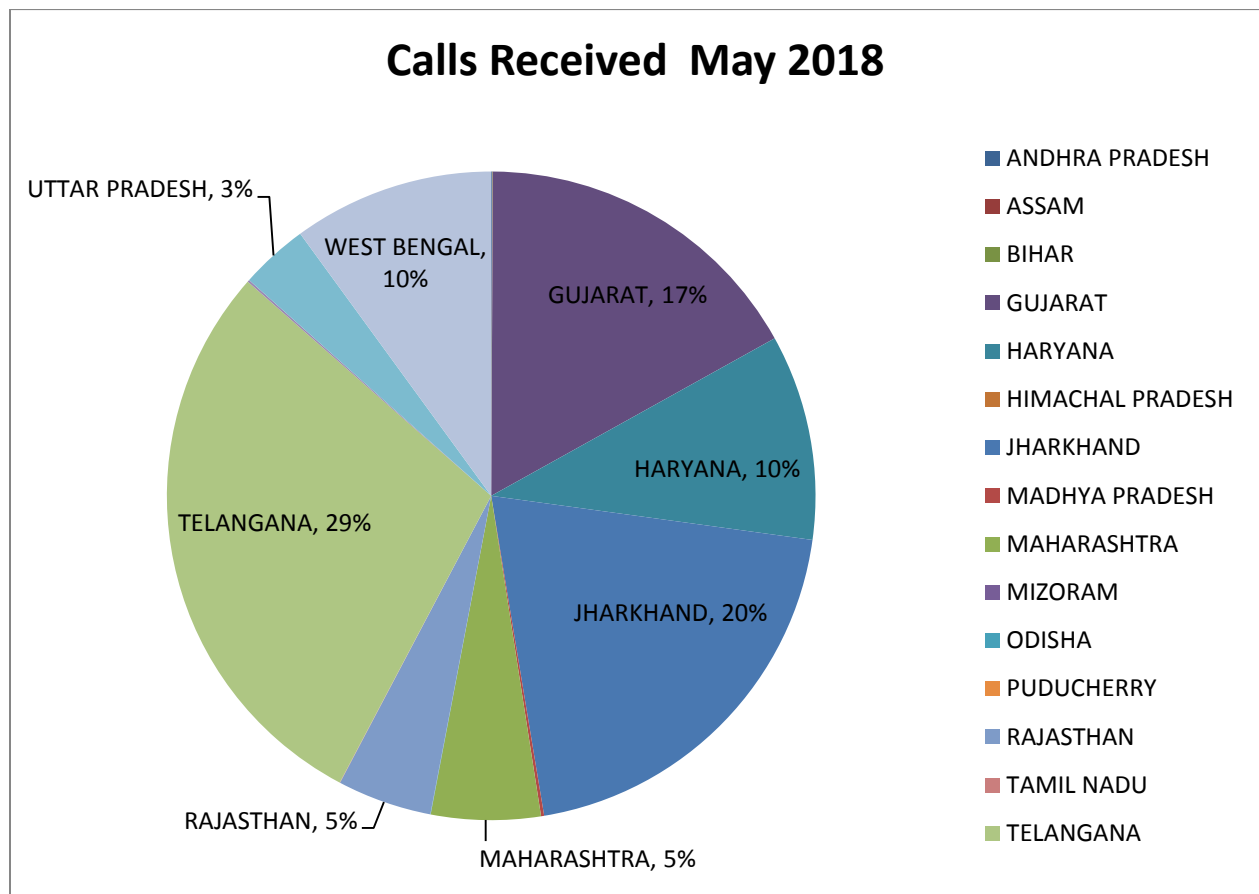


Figure 1 : States Wise Calls Report- May 2018

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 has registered 275 calls during May 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 May 2018 is given below:

Sector Wise Calls Received (May 2018)

Industry Name	Calls Received May'18	Cumulative calls received January – May' 18
PUBLIC DISTRIBUTION SYSTEM	2043	8453
NATIONAL FOOD SECURITY ACT	777	3359
BANKING	121	658
E COMMERCE	111	412
DOMESTIC APPLIANCES	101	352
TELECOM	97	582
REAL ESTATE	76	343
ELECTRICITY	62	245
LEGAL METROLOGY	58	240
INSURANCE	56	266
AUTOMOBILE	51	253
GAS LPG	48	330
FOOD AND SUPPLY	47	204
PETROLEUM LPG PNG CNG	38	263
FINANCE	32	143
POSTAL	25	107
BROADCASTING AND CABLE SERVICES	24	92
EDUCATION	16	95
MEDICAL NEGLIGENCE	14	62
FOOD AND BEVERAGES	12	70
TOURISM	10	43
TRANSPORT	9	55
AADHAAR CARD	6	41
RAILWAYS	5	20
AIRLINES	4	20
ADVERTISEMENT	0	13
OTHERS	1050	4969

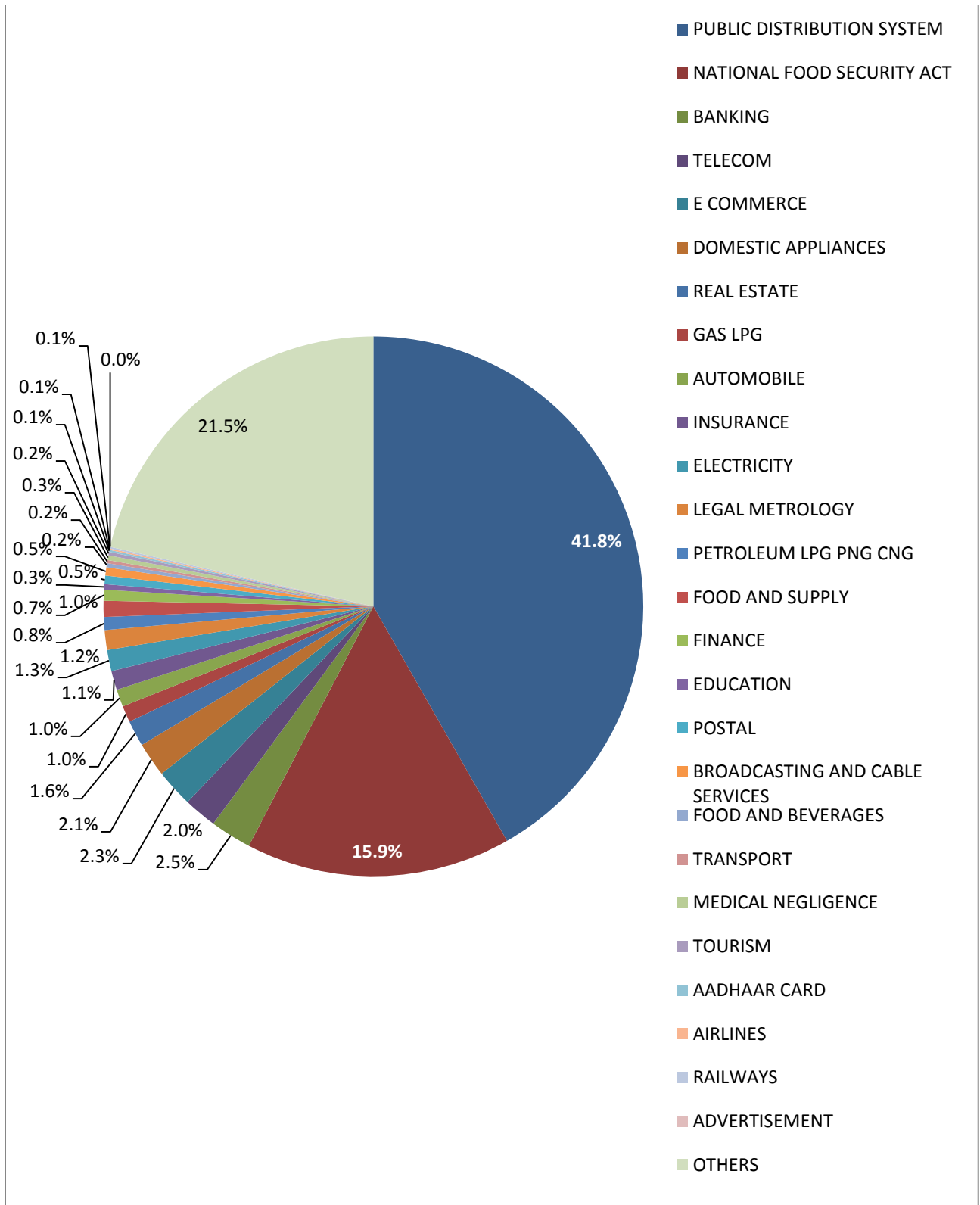


Figure 2 : Sector Wise Calls Received – May 2018

Reports from State Consumer Helplines:

Haryana:

- Total no. calls received in May are 600 and Complaints brought forward of Previous month calls were 353. 576 Complaints are resolved in May 2018 and 377 complaints are pending.
- The '**Public Distribution System**' sector calls contributed maximum no. of calls 88%. Other sector is **Petroleum LPG PNG CNG** calls received is 3%.

Uttar Pradesh:

- Total no calls received in May are 198 in Uttar Pradesh. Complaints are pending is 6. Other sector calls received is 26%. The '**Food & Supply**' sector calls contributed maximum no. of calls 15%.

Maharashtra:

- In addition to the above we have given legal advice to 9 complainants for approaching consumer forum.
- Furthermore we have received 17 complaints in writing for which attempts are made for amicable settlement.
- Total no. of calls have gone up by 3 % & email have gone up by 2% as compared to last month.
- The 'Ecommerce' sector complaints also contributed high no. of calls i.e. 5% and 9% of the emails. Category- "other" (41%) is not accounted since this consists many miscellaneous complaints.
- The 'Domestic Appliances' sector complaints contributed maximum no. of calls i.e.10% and 12% of the emails.
- We have received feedback from 1352 people whose complaints have been resolved from the period Sept. 2011 to May 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 complaints among Twenty Six states during the Month of May 2018
- In the month of May mega camps are conducted in Latur, Osmanabad, Solapur attended by 294 participants

Telangana :

- Total no. calls received in May are 1994 and Complaints brought forward of previous month calls were 4. 1952 calls are for seeking information and 42 are complaints received in May 2018 and 46 complaints are pending.
