



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

# **STATISTICAL REPORT (SEPTEMBER 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. While 89% of the calls have been received through toll free number during August 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% consumers calls have been from rural area, the reports from the helplines at Jharkhand, Haryana and Maharashtra indicates of more than 97% calls having been received from rural areas.

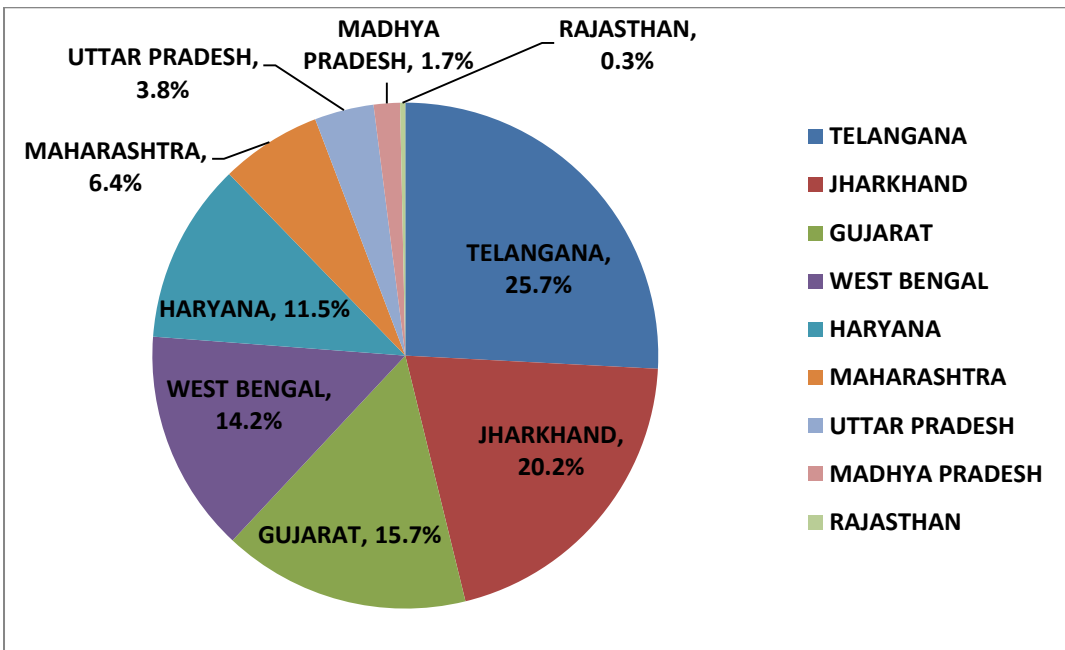
The statistical data pertaining to the call received/ complaint registered during the month of September 2018 is given:

### States Wise Calls Report: September 2018

Si. No	State Name	Calls Received September 2018	Cumulative calls (January- September) 2018
1.	ANDHRA PRADESH	2	13
2.	ASSAM	0	6
3.	BIHAR	3	24
4.	CHATTISGARH	1	10
5.	GUJARAT	904	7798
6.	HARYANA	660	5265
7.	HIMACHAL PRADESH	0	2
8.	JHARKHAND	1165	9495
9.	KARNATAKA	5	47
10.	MADHYA PRADESH	96	135
11.	MAHARASHTRA	370	3049
12.	MIZORAM	0	0
13.	NCT. DELHI	6	104
14.	ODISHA	1	10

15.	PUDUCHERRY	0	1
16.	PUNJAB	2	17
17.	RAJASTHAN	19	1377
18.	TAMIL NADU	3	20
19.	TELANGANA	1479	14186
20.	TRIPURA	5	23
21.	UTTAR PRADESH	217	1400
22.	UTTRAKHAND	1	40
23.	WEST BENGAL	815	6771
<b>TOTAL</b>		<b>5754</b>	<b>49793</b>

<b>Top 5 States- Calls Received during September 2018</b>			
<b>Si.no.</b>	<b>State Name</b>	<b>Calls Received September '18</b>	<b>Cumulative calls (January- September) 2018</b>
1	TELANGANA	1479	14186
2	JHARKHAND	1165	9495
3	GUJRAT	904	7798
4	WEST BENGAL	815	6771
5	HARYANA	660	5265



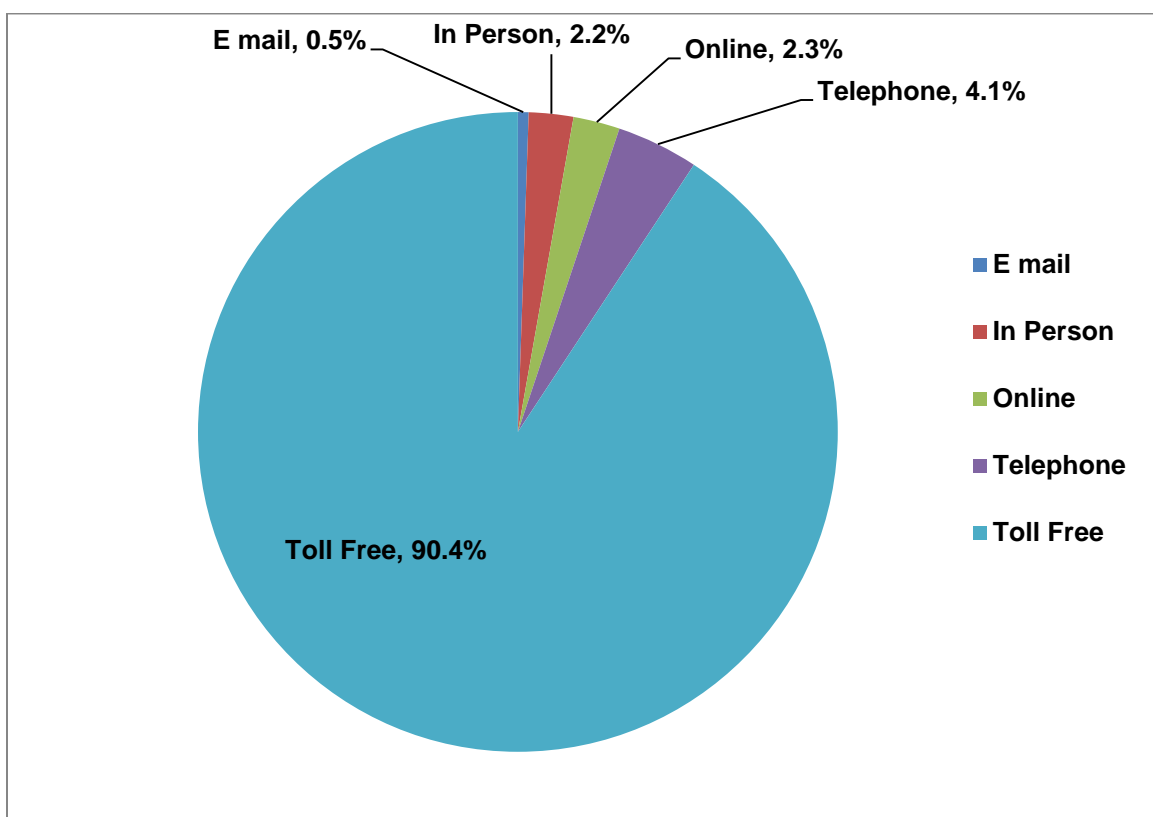
**Figure 1 : State Wise Calls Report-September 2018**

## **Calls/Complaint Received: September 2018**

S.no	State Name	Call Received	Complaints	Resolve	Pending
1.	ANDHRA PRADESH	2	2	0	2
2.	ASSAM	0	0	0	0
3.	BIHAR	3	3	0	3
4.	CHATTISGARH	1	1	0	1
5.	GUJARAT	904	44	8	36
6.	HARYANA	660	14	3	11
7.	HIMACHAL PRADESH	0	0	0	0
8.	JHARKHAND	1165	33	0	33
9.	KARNATAKA	5	5	0	5
10.	MADHYA PRADESH	96	48	10	37
11.	MAHARASHTRA	370	165	0	165
12.	MIZORAM	0	0	0	0
13.	NCT DELHI	6	6	0	6
14.	ODISHA	1	1	0	1
15.	PUDUCHERRY	0	0	0	0
16.	PUNJAB	2	2	0	2
17.	RAJASTHAN	19	19	0	19
18.	TAMIL NADU	3	3	0	3
19.	TELANGANA	1479	36	0	36
20.	TRIPURA	5	5	3	2
21.	UTTAR PRADESH	217	11	7	4
22.	UTTRAKHAND	1	1	0	1
23.	WEST BENGAL	815	8	0	8
<b>TOTAL</b>		<b>5754</b>	<b>407</b>	<b>31</b>	<b>3735</b>

## Source wise Call/Complaint Data Report: September 2018

S. No.	State name	E mail	Fax	In person	Letter	Online	Telephone	Toll Free	Total
1	ANDHRA PRADESH	0	0	0	0	2	0	0	2
2	ASSAM	0	0	0	0	0	0	0	0
3	BIHAR	0	0	0	3	0	0	0	3
4	CHHATTISGARH	0	0	0	0	1	0	0	1
5	GUJARAT	30	0	129	16	26	157	546	904
6	HARYANA	1	0	0	0	7	5	647	660
7	HIMACHAL PRADESH	0	0	0	0	0	0	0	0
8	JHARKHAND	0	0	0	0	0	2	1163	1165
9	KARNATAKA	0	0	0	0	5	0	0	5
10	MADHYA PRADESH	0	2	0	0	10	52	32	96
11	MAHARASHTRA	0	0	0	0	16	0	354	370
12	MIZORAM	0	0	0	0	0	0	0	0
13	NCT. DELHI	0	0	0	0	6	0	0	6
14	ODISHA	0	0	0	0	1	0	0	1
15	PUDUCHERRY	0	0	0	0	0	0	0	0
16	PUNJAB	0	0	0	0	2	0	0	2
17	RAJASTHAN	0	0	0	0	19	0	0	19
18	TAMIL NADU	0	0	0	0	3	0	0	3
19	TELANGANA	0	0	0	0	17	20	1442	1479
20	TRIPURA	0	0	0	0	0	0	5	5
21	UTTAR PRADESH	0	0	0	0	11	0	206	217
22	UTTRAKHAND	0	0	0	0	1	0	0	1
23	WEST BENGAL	0	0	0	0	8	1	806	815
<b>Total</b>		<b>31</b>	<b>2</b>	<b>129</b>	<b>19</b>	<b>135</b>	<b>237</b>	<b>5205</b>	<b>5754</b>



**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 was 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 Vindhyaachal Bhawan. As per recent communication, Govt. of Madhya Pradesh needed onsite training for their newly recruited staff during September 2018. The training to their two advisors was provided in a Workshop organized by Centre for Consumer Studies in coordination with SIRD at Jabalpur during 17-18 September 2018. The helpline has now been inaugurated by their Minister, Food and Civil Supplies, Consumer Affairs on 24<sup>th</sup> September 2018 and has started receiving calls/complaints since then.

Two Day Workshop on “Consumer Protection and Consumer Welfare” was organised for the officials of State Govt., Chhattisgarh and the advisors of the State Consumer Helpline on September 28-29, 2018 at the request of the State Government. The workshop was organised by State Consumer Helpline knowledge Portal, Indian Institute of Public Administration, New Delhi. The participants included official from Consumer Affairs, BIS, Food and Drugs, State Bank of India and the Electricity Department besides advisors of consumer helpline. The objective of the programme was to set up a helpline at Chhattisgarh and build capacity of the advisors about working of a consumer helpline. During the training programme, the advisors were briefed about

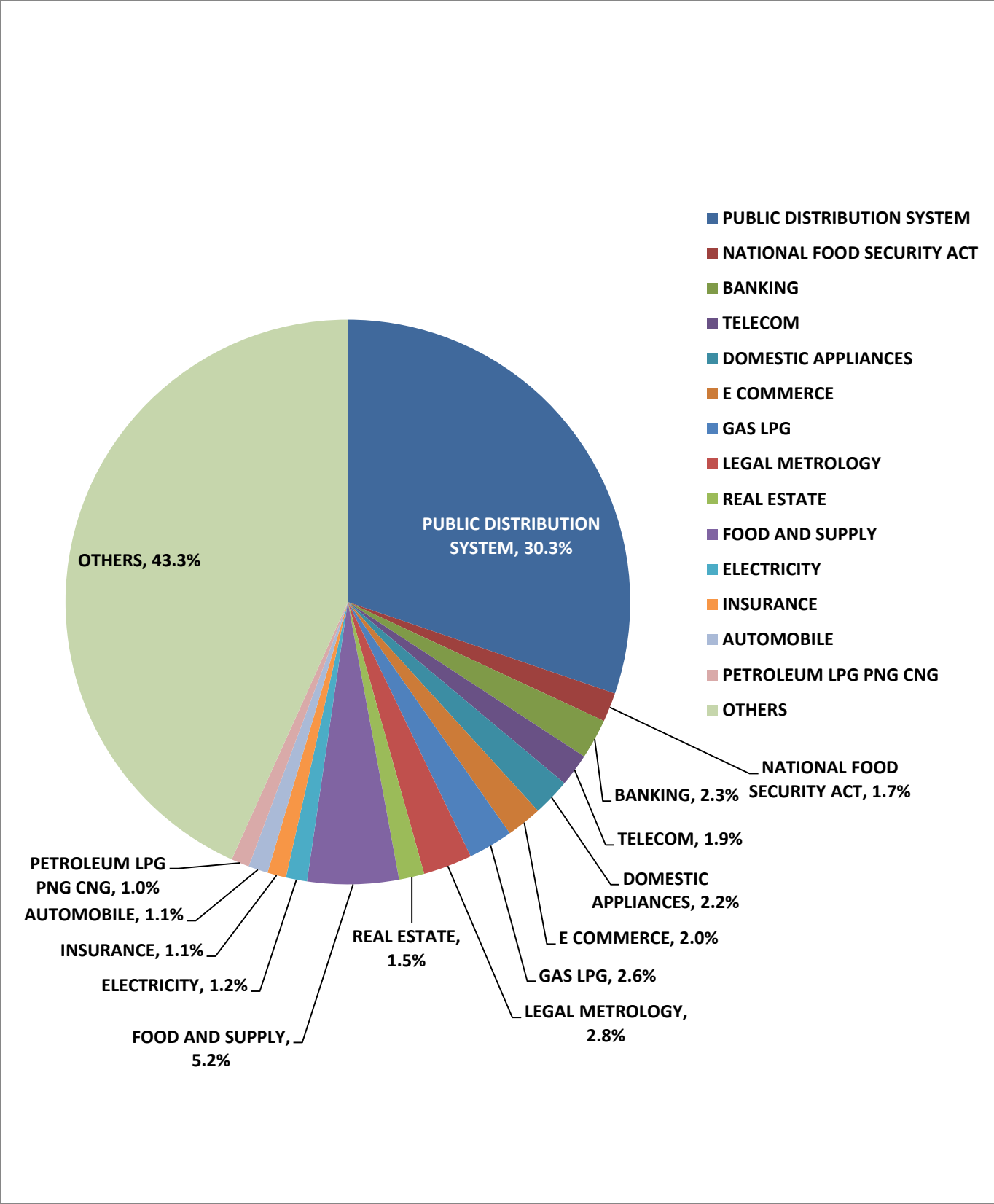
frequent problems being faced by the consumers prior to after purchase of goods and services, communicating with the consumers calling helplines, advisory system and use of IT and Knowledge Portal for per-purchase and post purchase advisory, complaint redressal etc. The advisors were told for the need of awareness for empowerment of the consumers. The officials were also advised to initiate dialogues with the local service providers and build up their database. The helpline is likely to start receiving calls from the consumers soon.

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 18 calls during August 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 September 2018 is given below:

### **Sector Wise Calls Received (September 2018)**

<b>Industry Name</b>	<b>Calls received September 2018</b>	<b>Cumulative Calls Received Jan- Sept 2018</b>
PUBLIC DISTRIBUTION SYSTEM	1727	15906
NATIONAL FOOD SECURITY ACT	95	5659
BANKING	131	1179
TELECOM	107	1093
DOMESTIC APPLIANCES	123	897
E COMMERCE	116	844
GAS LPG	146	792
LEGAL METROLOGY	160	797
REAL ESTATE	83	695
FOOD AND SUPPLY	298	825
ELECTRICITY	69	522
INSURANCE	61	514
AUTOMOBILE	64	490
PETROLEUM LPG PNG CNG	59	467
<b>OTHERS</b>	<b>2469</b>	<b>12817</b>

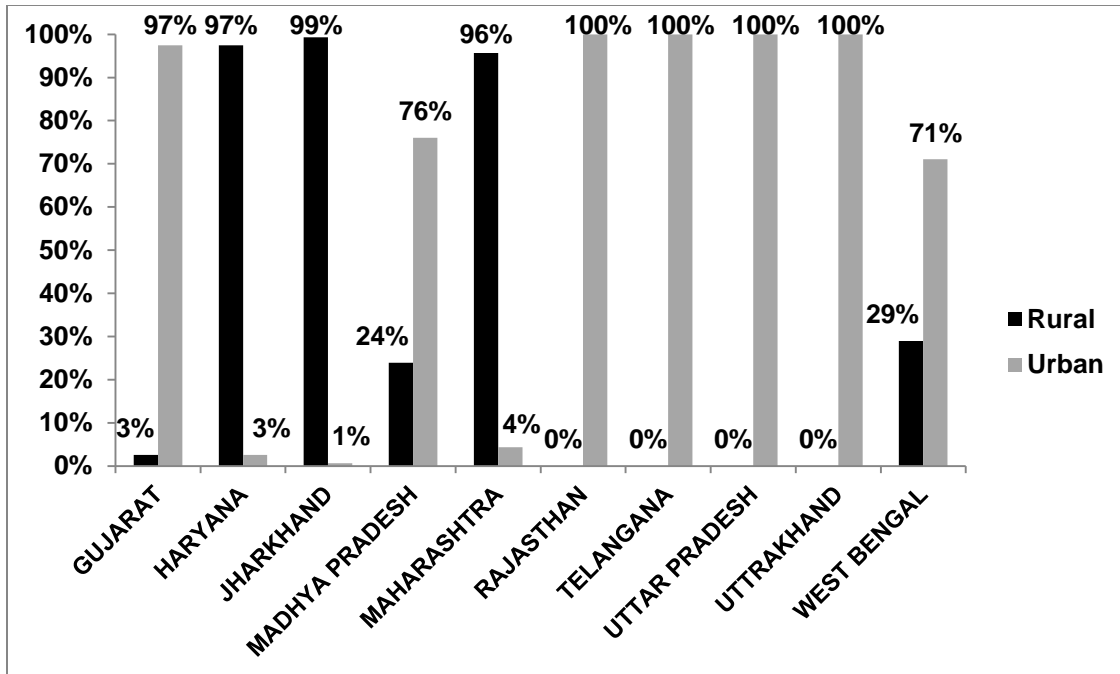


**Figure 3: Sector wise Call Received: September 2018**



## Location (Urban/Rural) wise call Report : September 2018

S. No.	State Name	Calls Received from Rural	Call Received from Urban
1.	ANDHRA PRADESH	0	2
2.	ASSAM	0	0
3.	BIHAR	0	3
4.	CHATTISGARH	0	1
5.	GUJARAT	23	881
6.	HARYANA	643	17
7.	HIMACHAL PRADESH	0	0
8.	JHARKHAND	1157	8
9.	KARNATAKA	0	5
10.	MADHYA PRADESH	23	73
11.	MAHARASHTRA	354	16
12.	MIZORAM	0	0
13.0	NCT. DELHI	0	6
14.	ODISHA	0	1
15.	PUDUCHERRY	0	0
16.	PUNJAB	0	2
17.	RAJASTHAN	0	19
18.	TAMIL NADU	0	3
19.	TELANGANA	0	1479
20.	TRIPURA	0	5
21.	UTTAR PRADESH	0	217
22.	UTTRAKHAND	0	1
23.	WEST BENGAL	236	579
<b>TOTAL</b>		<b>2436</b>	<b>3318</b>

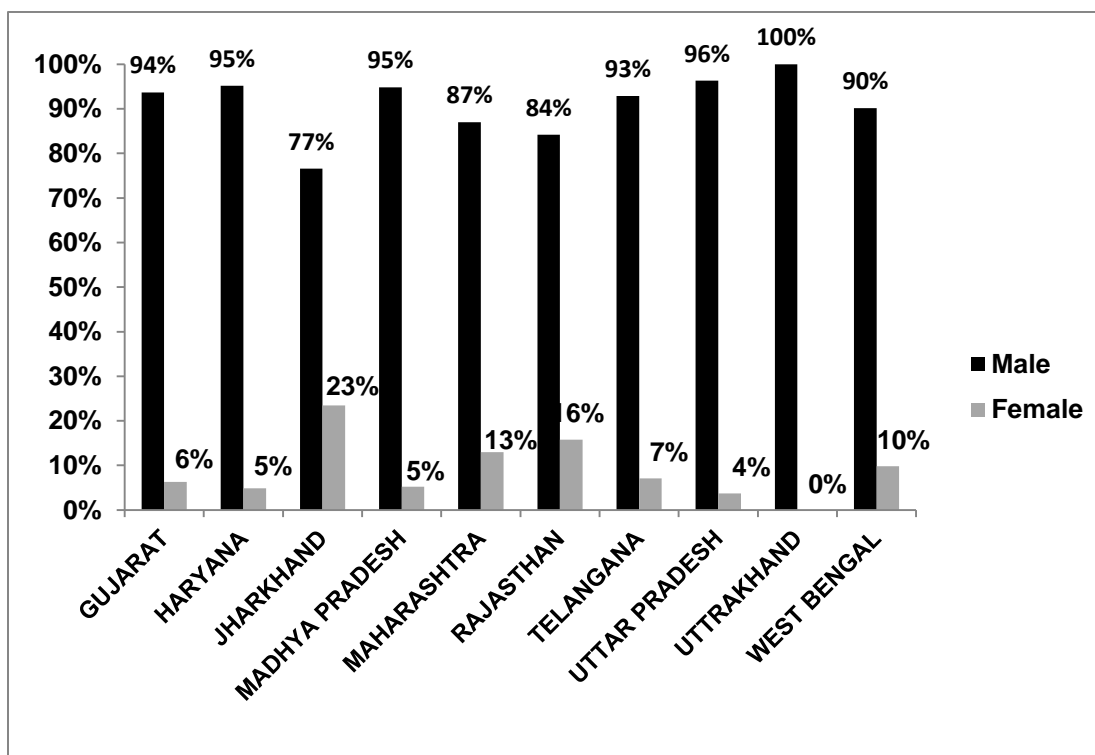


**Figure 4: (Urban/Rural) Wise Call Received in September 2018**

### **Gender wise Call Received : September 2018**

S.no.	State Name	Call received from Male	Call received from Female
1	ANDHRA PRADESH	2	0
2	ASSAM	0	0
3	BIHAR	2	1
4	CHHATTISGARH	1	0
5	GUJARAT	847	57
6	HARYANA	628	32
7	HIMACHAL PRADESH	0	0
8	JHARKHAND	892	273
9	KARNATAKA	3	2
10	MADHYA PRADESH	91	5
11	MAHARASHTRA	322	48
12	MIZORAM	0	0
13	NCT. DELHI	1	5
14	ODISHA	1	0
15	PUDUCHERRY	0	0
16	PUNJAB	1	1
17	RAJASTHAN	16	3
18	TAMIL NADU	3	0
19	TELANGANA	1374	105
20	TRIPURA	5	0
21	UTTAR PRADESH	209	8

22	UTTRAKHAND	1	0
23	WEST BENGAL	735	80
<b>Total</b>		<b>5134</b>	<b>620</b>



**Figure 5: Gender Wise Call Received in September 2018**

## Reports from State Consumer Helplines:

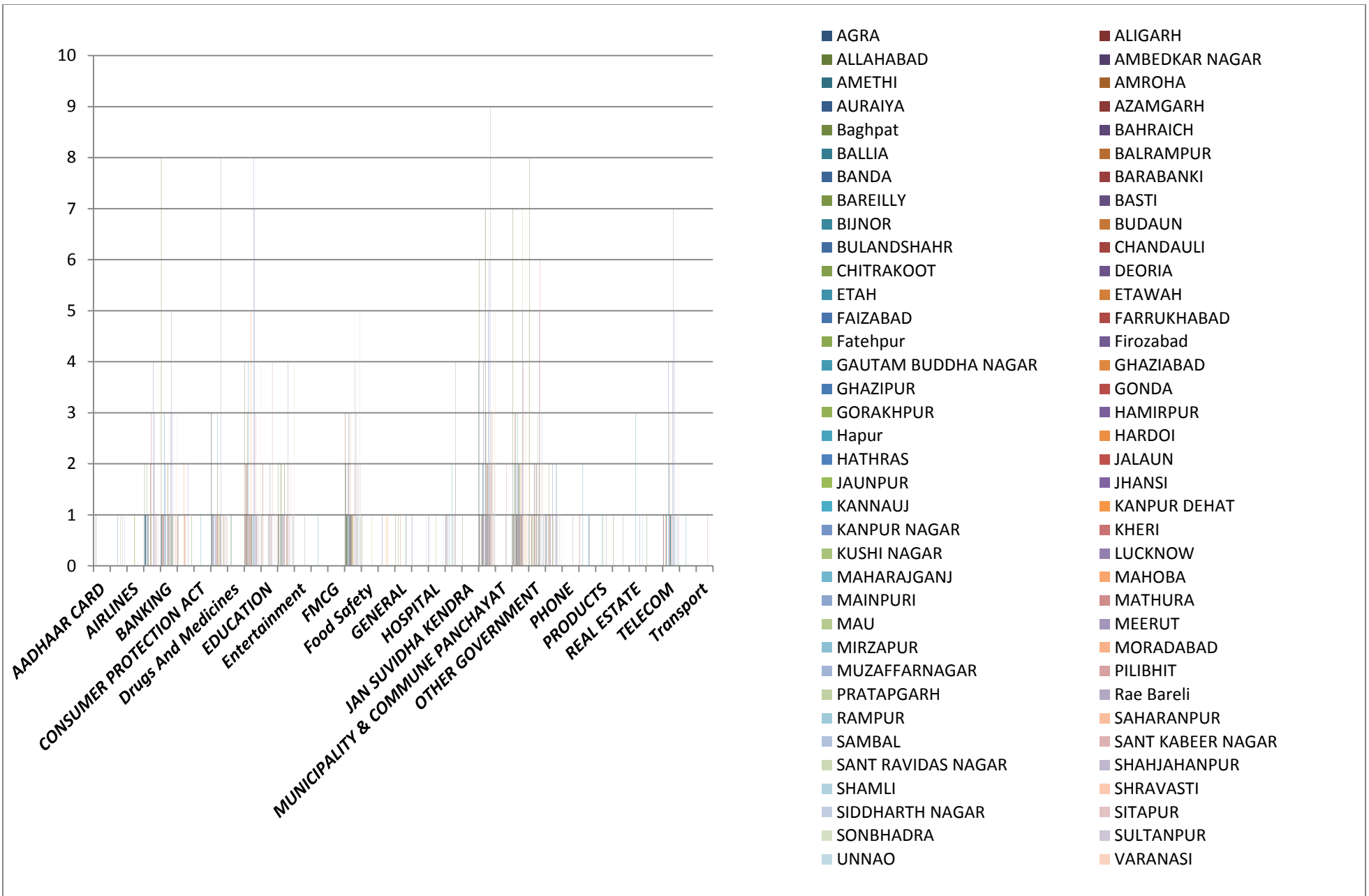
### Uttar Pradesh:

#### Progress Report of U.P. State Consumer Helpline, July To September- 2018

No. of Complaints						No. of Complaints			Remarks
Consumer Related	Non-Consumer	Government	Total	BF from Previous month	Total	Resolve	Close	Pending	
1	2	3	4	5	6	7	8	9	10
289	166	123	289	0	289	289	289	0	JULY
194	99	95	194	0	194	194	194	0	AUGUST
217	109	108	217	0	217	217	217	0	SEPTEMBER

**SECTOR WISE BREAK-UP OF COMPLAINTS: July to September, 2018**

<b>S.no</b>	<b>Category</b>	<b>Sub Category</b>	<b>Sub Category</b>	<b>Sub Category</b>	<b>COUNT OF COMPLAINT</b>
1	PETROLEUM LPG PNG CNG	LPG DOMESTIC	INDANE GAS	SUBSIDY RELATED	21
2	FOOD & SUPPLY	BPL CARD	INQUIRY	ILLEGAL MAKING OF RATION CARD	61
3	TELECOM	NETWORK	TATA DOCOMO	INTERNET RELATED	44
4	WATER SECTOR	IRRIGATION DEPARTMENT	WATER SUPPLY	OTHERS	0
5	POSTAL	POST OFFICE	COURIER RELATED	OTHERS	7
6	BANKING	ATM	BANKING	OTHERS	55
7	INSURANCE	LIFE INSURANCE	LIC OF INDIA	LIFE INSURANCE OTHERS	14
8	AADHAR CARD	PROCEDURE	SCHEME RELATED	OTHERS	1
9	E COMMERCE	ONLINE SHOPPING	EBAY INDIA	PRODUCT RETURNED BUT NO REPLACEMENT	67
10	ELECTRICITY	ELECTRICITY DEPARTMENT	AREA ELECTRICITY DEPT.	OTHER	36
11	MEDICAL NEGLIGENCE	STATE GOVT.	HOSPITALS	WRONG PART OF BODY OPERATED	0
12	DOMESTIC APPLIANCES	COMPUTER LAPTOPS	ALL DOMESTIC APPLIANCES	OTHERS. PRODUCT OTHERS	44
13	HEALTH	AMBULANCE SERVICE	ALL	OTHER	6
14	AUTOMOBILE	TWO WHEELER	HEOR MOTORCYCLE LTD	OTHERS	36
15	RAILWAYS	CENTRAL RAILWAYS	INDIAN RAILWAYS	RAILWAY QUERY	2
16	AGRICULTURE SECTOR	AGRO	GOVT. DEPARTMENT	GOVT. AGENCY	4
17	LEGAL METROLOGY	WEIGHT AND MEASURMENT	CHARGING MORE THAN MRP	OTHERS	111
18	OTHER	OTHER	OTHERS	OTHERS	81
19	FOOD SAFETY	PACKED ITEMS	BITANIA	CENTER CARE	3
20	GENERAL	OTHER	OTHERS	OTHER	6
21	JAN SUVIDHA KENDRA	DAAL BHAT YOJNA	OTHERS	LOCAL	1
22	TRANSPORT	AUTO AND TAXI	OTHERS	LOCAL	1
23	OTHER GOVERNMENT	OTHER	OTHERS	OTHERS	52
24	MUNICIPALITY & COMMUNE PANCHAYAT	MUNICIPALITY	OULGARET MUNCIPALITY	MUNICIPALITY	3
25	FINANCE	BANKING	UBI	BANKING SERVICES	1
26	REAL STATE	OTHER	OTHER	OTHER	5
27	EDUCATION	COLLEGE	GOVT. /PVT. COLLEGE	FACULTY	17
28	STATE CONSUMER DISPUTE REDRESSAL COMMISION	OTHER	OTHER	OTHER	1



**GRAPHICAL REPRESENTATION OF COMPLAINTS: July to September, 2018**

**Haryana:****State Consumer Helpline, Haryana - Call Data Report for the Month of September 2018**

S.no.	Compl aints B/F	Calls Received	Complaint Received	Total (2+3)	Complaints discarded	Complain t Solved	Complaint Forwarded	Complai nt Pending (5-6-7)
1	2	3	4	5	6	7	8	9
<b>Complaints received</b>	410	<b>660</b>	14	<b>1070</b>	0	653	1	417

**Source wise Call/Complaint Data Report for the SCH(Haryana) for the Month of September 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	1	0	0	0	0	7	652	0	<b>660</b>

**State Consumer Helpline, Haryana - Category wise report for the month of September-18**

S.no	Agriculture Sector	Animal Husbandry	Automobile	E Commerce	Electricity	Finance	Food and Supply	Total
No. of Complaints	2	1	2	5	4	1	257	<b>272</b>

S.no.	Food and Safety	Health	Housing and Urban Poverty Alleviation	Insurance	Legal	Legal Metrology	National Food Security Act	Other	Total
No. of Complaints	4	1	1	1	1	1	67	7	<b>83</b>

S.no	Other Govt.	Petroleum LPG PNG CNG	Police Depart ment	Products	Public Distribution System	Public Health	Real Estate	Social Welfare Departm ent Chandig arh	Total
No. of Complaints	1	16	1	1	283	1	1	1	<b>305</b>
<b>Total Complaints Received</b>									<b>660</b>

## Telangana:

### State Consumer Helpline, Telangana - Call Data Report for the Month of September 2018

S.no.	Compl aints B/F	Calls Received	Complaint Received	Total (2+4)	Complaints discarded	Complain t Solved	Complaint Forwarded	Complaint Pending (5-6-7)
1	2	3	4	5	6	7	8	9
Complaints received	10	1479	36	46	0	0	0	46

### Source wise Call/Complaint Data Report for the SCH(Telangana) for the Month of September 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	-	-	-	-	-	17	19	-	36

### State Consumer Helpline, Telangana – Category Wise Report for the month of September 2018

S.no.	Health	Financial services	Education	Real Estate	Food and Bevarages	PDS	Transport	Others	Total
1	2	3	4	5	6	7	8	9	10
0	1	21		2	2	0	1	9	36

### State Consumer Helpline, Telangana – Category Wise Calls/Complaints Report for the month of September 2018

S.no.	Health	Financial services	Education	Real Estate	Food and Bevarages	PDS	Transport	Others	Total
1	2	3	4	5	6	7	8	9	10
Calls	2	30		3	5	280	3	1156	1479
Complaints	1	21		2	2	0	1	9	36