



सत्यमेव जयते  
Government of India



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

# **STATISTICAL REPORT**

## **(OCTOBER 2018)**

**CENTRE FOR CONSUMER STUDIES**  
**INDIAN INSTITUTE OF PUBLIC ADMINISTRATION**

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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 State Consumer Helplines are operating to advise and assist in their own State specific local language in addition to English and Hindi. While 85% of the calls have been received through toll free number during October 2018, close to 9% 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 36% of the calls registered in Gujarat have been registered by the consumers visiting in person.

While the consumer helpline in West Bengal and Madhya Pradesh have reported 28% and 32% of consumers calls have been from rural area, the reports from the helplines at Jharkhand, Haryana and Maharashtra indicates of receiving 98% calls from rural areas.

The IT Portal is now able to provide its static knowledge content in multi-language option for the benefit of the consumers across the country enabling them to browse the site in their preferred language.

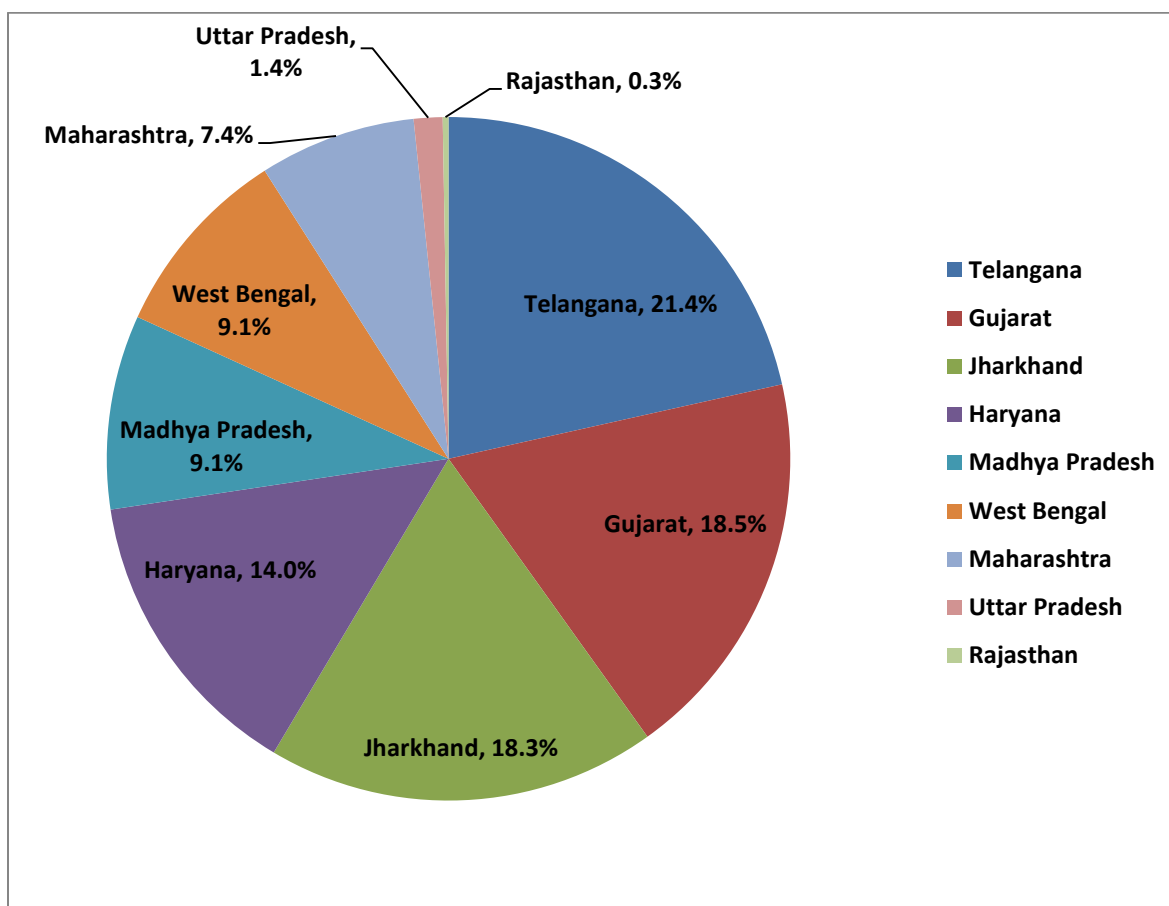
The statistical data pertaining to the call received/ complaint registered during the month of October 2018 is given:

### States Wise Calls Report: October 2018

Si. No	State Name	Calls Received October 2018	Cumulative calls (January- October 2018)
1.	ANDHRA PRADESH	2	15
2.	ASSAM	2	8
3.	BIHAR	6	30
4.	CHHATTISGARH	1	11
5.	GUJARAT	1163	8961
6.	HARYANA	880	6145
7.	HIMACHAL PRADESH	2	4
8.	JHARKHAND	1152	10647
9.	KARNATAKA	7	54
10.	MADHYA PRADESH	574	709
11.	MAHARASHTRA	463	3515
12.	MIZORAM	0	0
13.	NCT. DELHI	9	113
14.	ODISHA	2	12
15.	PUDUCHERRY	0	1
16.	PUNJAB	1	18
17.	RAJASTHAN	17	1394
18.	TAMIL NADU	3	23

19.	TELANGANA	1344	15530
20.	TRIPURA	0	23
21.	UTTAR PRADESH	85	1485
22.	UTTRAKHAND	2	42
23	WEST BENGAL	572	7343
<b>TOTAL</b>		<b>6287</b>	<b>56080</b>

<b>Top 5 States- Calls Received during October 2018</b>			
<b>Si.no.</b>	<b>State Name</b>	<b>Calls Received October '18</b>	<b>Cumulative calls (January- October 2018)</b>
1	TELANGANA	1344	15530
2	GUJARAT	1163	8961
3	JHARKHAND	1152	1067
4	HARYANA	880	6145
5	MADHYA PRADESH	574	709



**Figure 1 : States Wise Calls Report- October 2018**

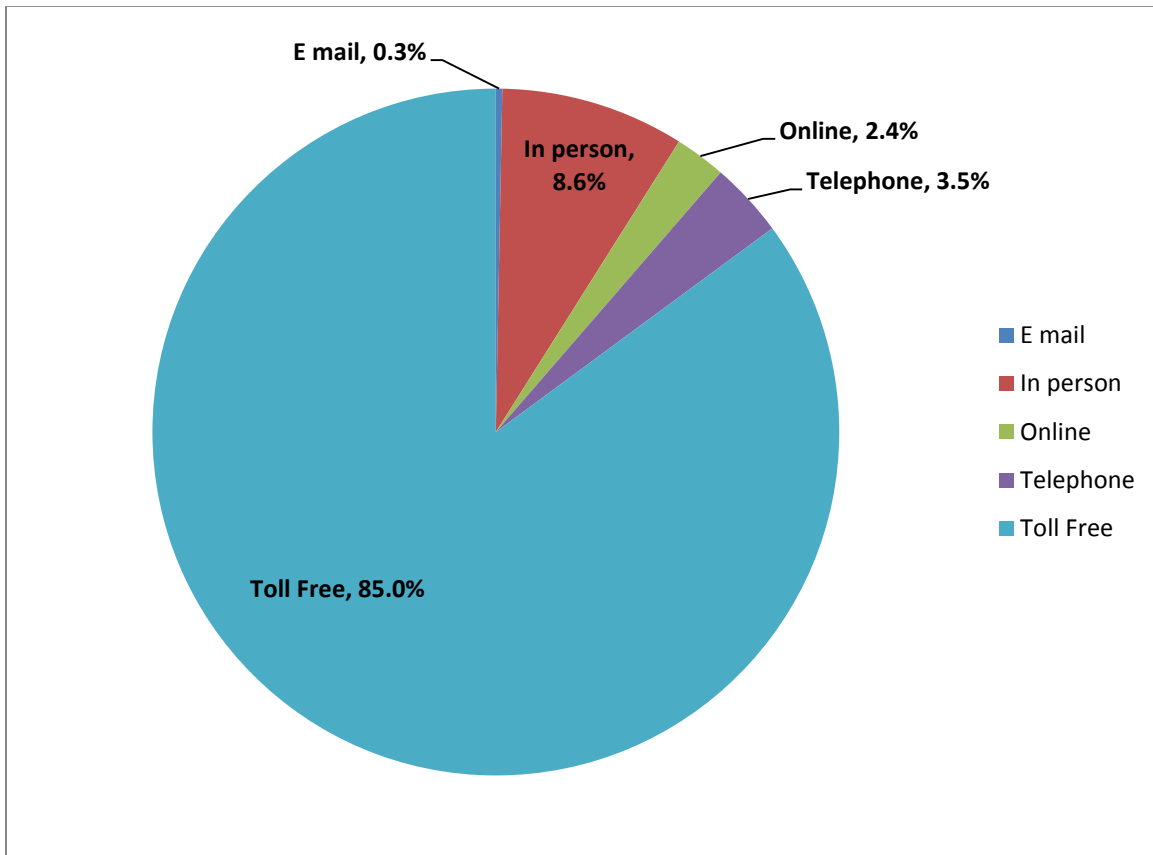
## Calls/Complaint Received: October 2018

S.no	State Name	Call Received	Complaints	Resolve	Pending
1.	ANDHRA PRADESH	2	2	0	2
2.	ASSAM	2	2	0	2
3.	BIHAR	6	6	0	6
4.	CHATTISGARH	1	1	0	1
5.	GUJARAT	1163	132	12	120
6.	HARYANA	880	20	5	15
7.	HIMACHAL PRADESH	2	2	0	2
8.	JHARKHAND	1152	24	0	24
9.	KARNATAKA	7	7	0	7
10.	MADHYA PRADESH	574	100	82	18
11.	MAHARASHTRA	463	195	0	195
12.	MIZORAM	0	0	0	0
13.	NCT. DELHI	9	9	0	9
14.	ODISHA	2	2	0	2
15.	PUDUCHERRY	0	0	0	0
16.	PUNJAB	1	1	0	1
17.	RAJASTHAN	17	17	0	17
18.	TAMIL NADU	3	3	0	3
19.	TELANGANA	1344	42	0	42
20.	TRIPURA	0	0	0	0
21.	UTTAR PRADESH	85	10	9	1
22.	UTTRAKHAND	2	2	0	2
23.	WEST BENGAL	572	13	0	13
<b>TOTAL</b>		<b>6287</b>	<b>590</b>	<b>108</b>	<b>482</b>

## Source wise Call/Complaint Data Report: October 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	2	0	0	2
3	BIHAR	0	0	0	0	6	0	0	6
4	CHHATTISGARH	0	0	0	0	1	0	0	1
5	GUJARAT	19	0	425	7	18	153	541	1163
6	HARYANA	0	0	0	0	12	12	856	880
7	HIMACHAL PRADESH	0	0	0	0	2	0	0	2
8	JHARKHAND	0	0	0	0	1	0	1151	1152
9	KARNATAKA	0	0	0	0	7	0	0	7
10	MADHYA PRADESH	0	1	118	2	7	50	396	574
11	MAHARASHTRA	0	0	0	0	8	0	455	463
12	MIZORAM	0	0	0	0	0	0	0	0
13	NCT DELHI	0	0	0	0	9	0	0	9
14	ODISHA	0	0	0	0	2	0	0	2
15	PUDUCHERRY	0	0	0	0	0	0	0	0
16	PUNJAB	0	0	0	0	1	0	0	1
17	RAJASTHAN	0	0	0	0	17	0	0	17

18	TAMIL NADU	0	0	0	0	3	0	0	3
19	TELANGANA	0	0	0	0	28	7	1309	1344
20	TRIPURA	0	0	0	0	0	0	0	0
21	UTTAR PRADESH	0	0	0	0	10	0	75	85
22	UTTRAKHAND	0	0	0	0	2	0	0	2
23	WEST BENGAL	0	0	0	0	13	0	559	572
<b>Total</b>		<b>19</b>	<b>1</b>	<b>543</b>	<b>9</b>	<b>151</b>	<b>222</b>	<b>5342</b>	<b>6287</b>



**Figure 2: Source wise Call/Complaint Data Report**

The States of Bihar, Himachal Pradesh, Mizoram, Odisha, Tamil Nadu and Uttar Pradesh have not been running the helpline for quite long. The helpline at Madhya Pradesh has already restarted its operation in September 2018 after completion of process of recruitment of the necessary manpower and their training. The helpline is running in the office of State Government at Vindhyachal Bhawan. 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 was inaugurated by their Minister, Food and Civil Supplies, Consumer Affairs on 24<sup>th</sup> September 2018 and since then has started receiving calls/complaints. The helpline has received 574 calls from the consumers which included 118 consumers visiting in person to register their complaints. The helpline has represented its outreach to 32% consumers from rural areas.

Two Day Workshop on “Consumer Protection and Consumer Welfare” was earlier organised for the officials of State Govt., Chhattisgarh and the advisors of their 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 functioning 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 after the election process of Chhattisgarh is completed. Meanwhile, the portal has completed the task of re-mapping their blocks with the Districts as desired by the Govt. of Chhattisgarh.

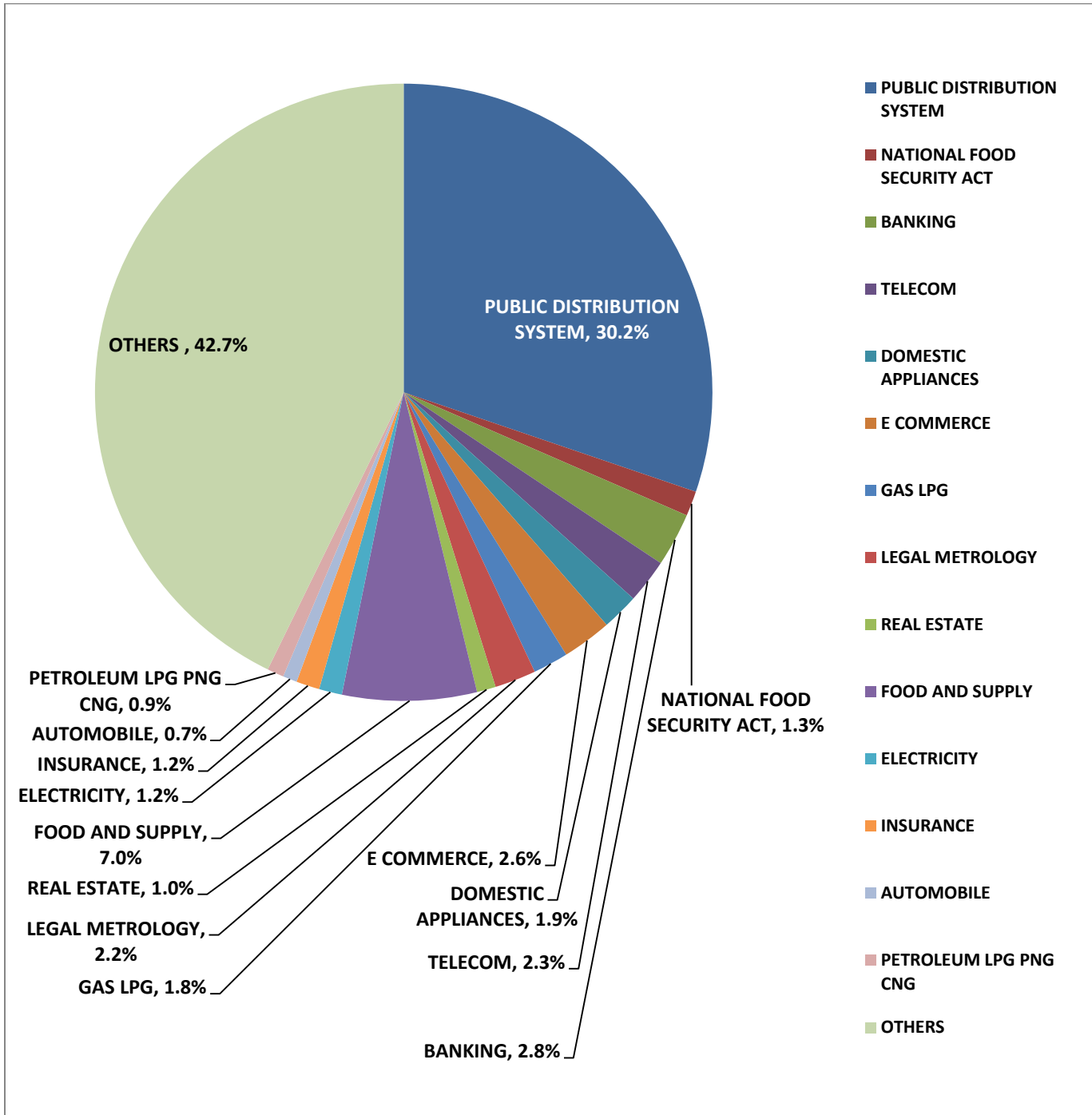
The consumer helpline at Puducherry was facing problem in its operationalization due to non-release of grant by the State Govt. since March 2016 and therefore it has stopped functioning. Similarly, the existing VCO running Consumer Helpline at Rajasthan had indicated its non-functioning as State Govt. 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 October 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 October 2018 is given below:

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

<b>S.no.</b>	<b>Industry Name</b>	<b>Calls received October 2018</b>	<b>Cumulative calls received Jan – Aug 2018</b>
1.	PUBLIC DISTRIBUTION SYSTEM	1830	17736
2.	NATIONAL FOOD SECURITY ACT	79	5738
3.	BANKING	170	1349
4.	TELECOM	140	1233
5.	DOMESTIC APPLIANCES	117	1014
6.	E COMMERCE	157	1001
7.	GAS LPG	112	904

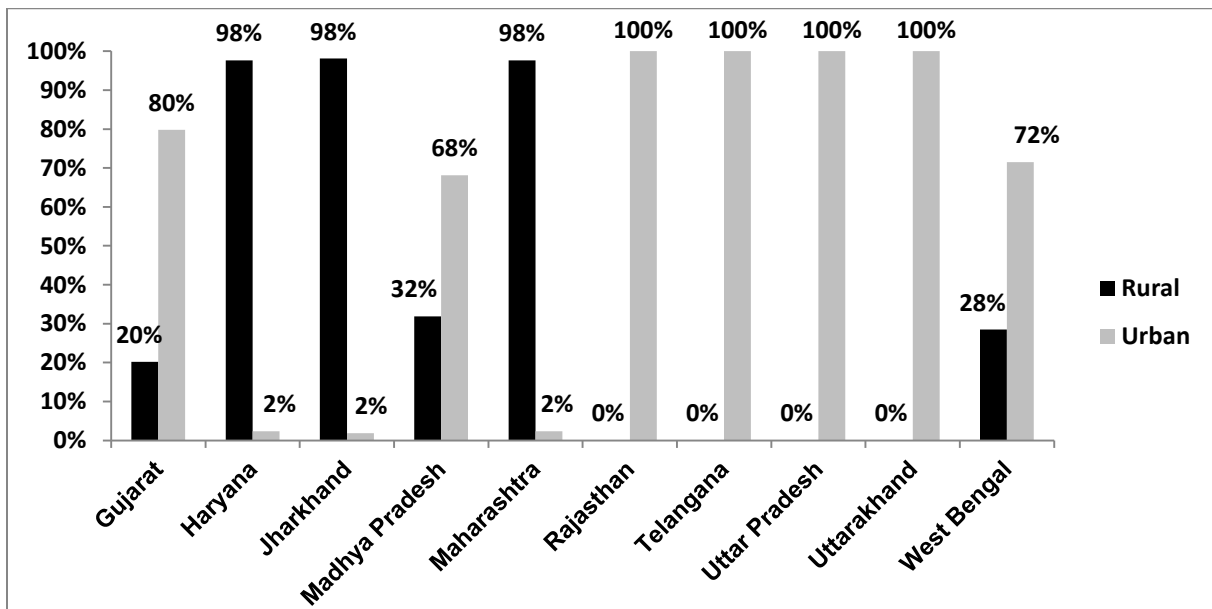
8.	LEGAL METROLOGY	131	928
9.	REAL ESTATE	60	755
10.	FOOD AND SUPPLY	426	1251
11.	ELECTRICITY	73	595
12.	INSURANCE	74	588
13.	AUTOMOBILE	45	535
14.	PETROLEUM LPG PNG CNG	53	520
15.	OTHERS	2588	15405



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

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

S. No.	State Name	Calls Received from Rural	Call Received from Urban
1.	ANDHRA PRADESH	0	2
2.	ASSAM	0	2
3.	BIHAR	0	6
4.	CHATTISGARH	0	1
5.	GUJARAT	235	928
6.	HARYANA	859	21
7.	HIMACHAL PRADESH	0	2
8.	JHARKHAND	1130	22
9.	KARNATAKA	0	7
10.	MADHYA PRADESH	183	391
11.	MAHARASHTRA	452	11
12.	MIZORAM	0	0
13.	NCT. DELHI	0	9
14.	ODISHA	0	2
15.	PUDUCHERRY	0	0
16.	PUNJAB	0	1
17.	RAJASTHAN	0	17
18.	TAMIL NADU	0	3
19.	TELANGANA	0	1344
20.	TRIPURA	0	0
21.	UTTAR PRADESH	0	85
22.	UTTRAKHAND	0	2
23.	WEST BENGAL	163	409
<b>TOTAL</b>		<b>3022</b>	<b>3265</b>

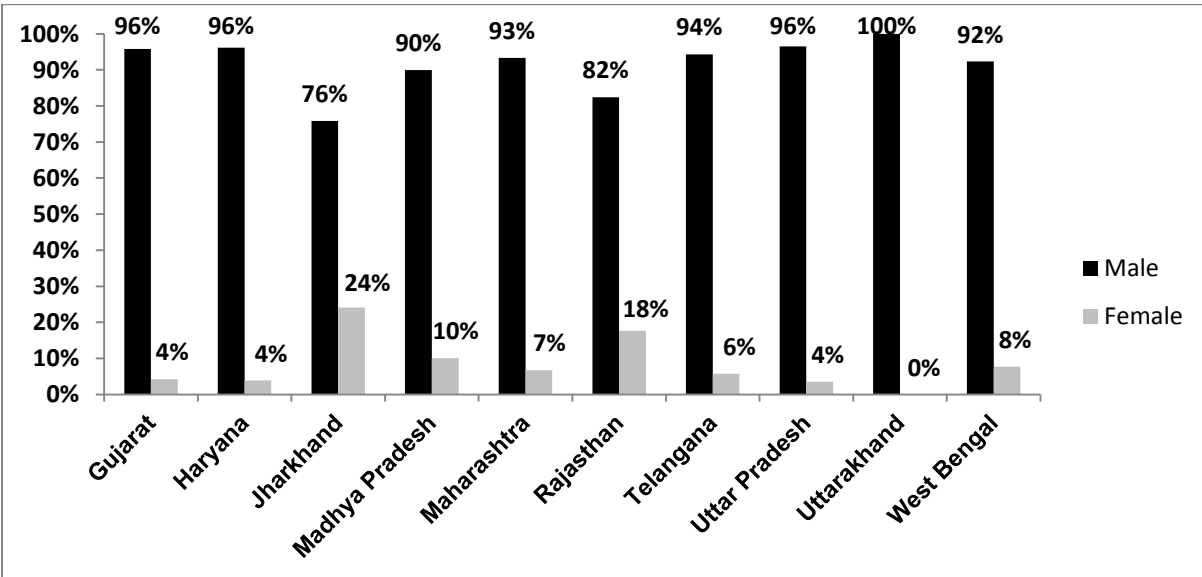


**Figure 4: (Urban/Rural) Wise Call Received in October 2018**



## Gender wise Call Received : October 2018

S.no.	State Name	Call received from Male	Call received from Female
1	ANDHRA PRADESH	2	0
2	ASSAM	2	0
3	BIHAR	6	0
4	CHHATTISGARH	1	0
5	GUJARAT	1114	49
6	HARYANA	846	34
7	HIMACHAL PRADESH	1	1
8	JHARKHAND	874	278
9	KARNATAKA	7	0
10	MADHYA PRADESH	516	58
11	MAHARASHTRA	432	31
12	MIZORAM	0	0
13	NCT. DELHI	8	1
14	ODISHA	2	0
15	PUDUCHERRY	0	0
16	PUNJAB	1	0
17	RAJASTHAN	14	3
18	TAMIL NADU	2	1
19	TELANGANA	1267	77
20	TRIPURA	0	0
21	UTTAR PRADESH	82	3
22	UTTRAKHAND	2	0
23	WEST BENGAL	528	44
<b>Total</b>		<b>5707</b>	<b>580</b>



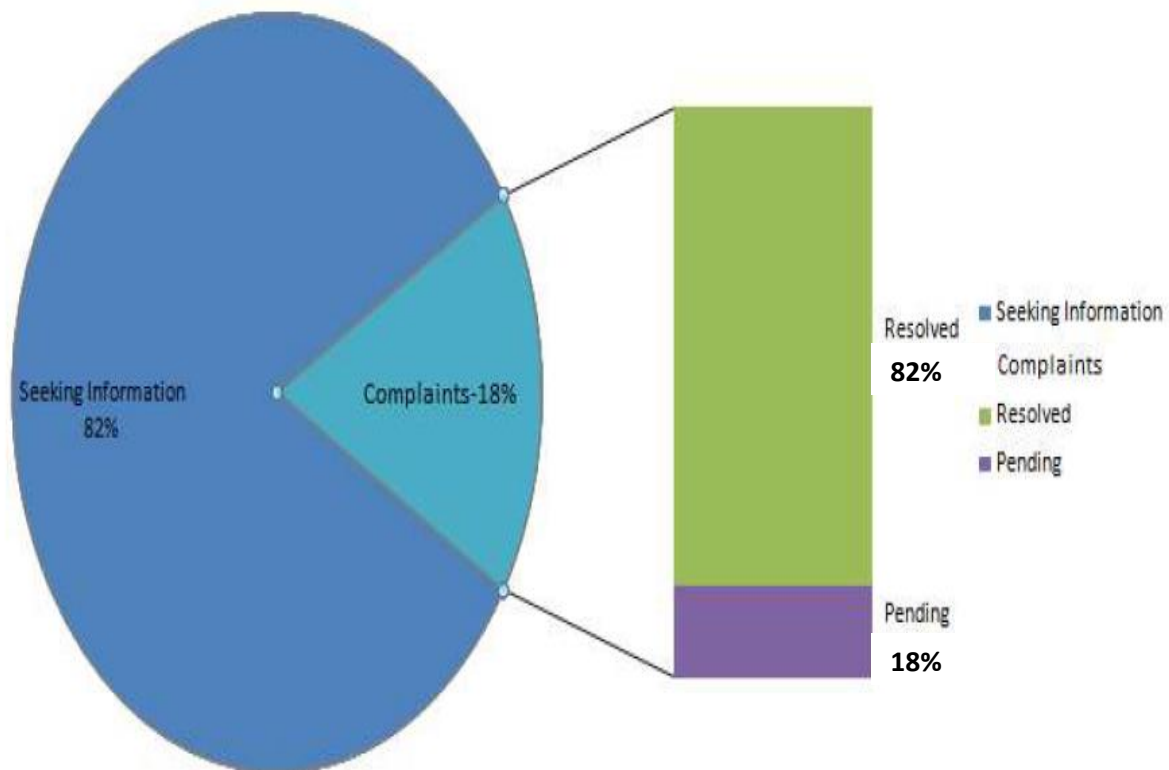
**Figure 5: Gender Wise Call Received in October 2018**

## Reports from State Consumer Helplines:

### Madhya Pradesh:

State Consumer Helpline, Madhya Pradesh - Call Data Report October 2018								
S.no.	Compl aints B/F	Calls Received	Complaint Received	Total (2+4)	Complaints discarded	Complaints Solved	Complaint Forwarded	Complaint Pending (5-6-7)
1	2	3	4	5	6	7	8	9
<b>Complaint s received</b>	2	<b>574</b>	100	<b>102</b>	0	84	0	18

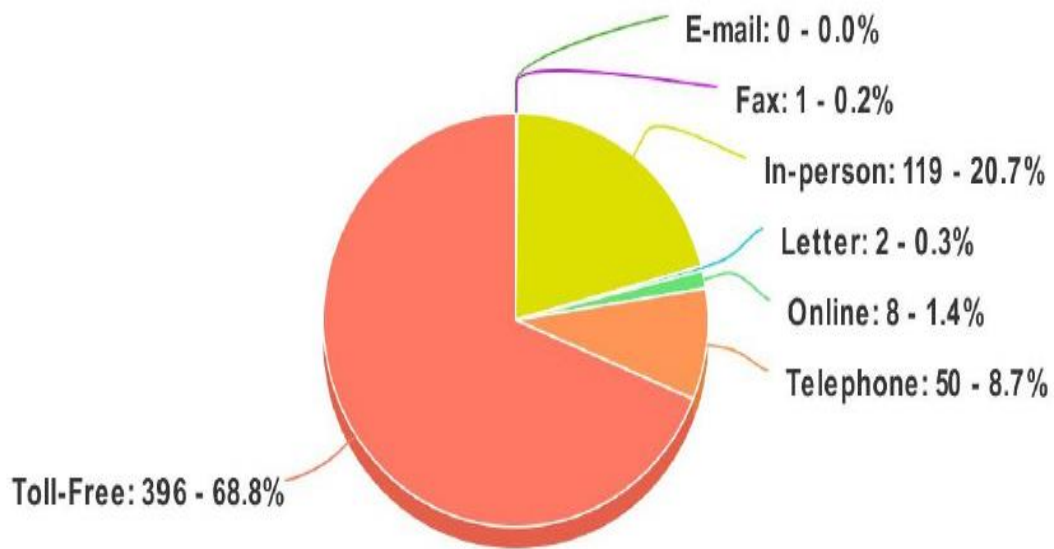
Call/Complaint Status : October 2018



## Source wise Call/Complaint Data Report for the SCH(Madhya Pradesh) October 2018

S.no.	Email	Complaint from escalated sources	Fax	In person	Letter	Online	Telephone	Toll Free	Total
1	2	3	4	5	6	7	8	9	10
1	0	-	1	118	2	7	50	396	<b>574</b>

### SOURCE WISE CALL REGISTERED : OCTOBER 2018

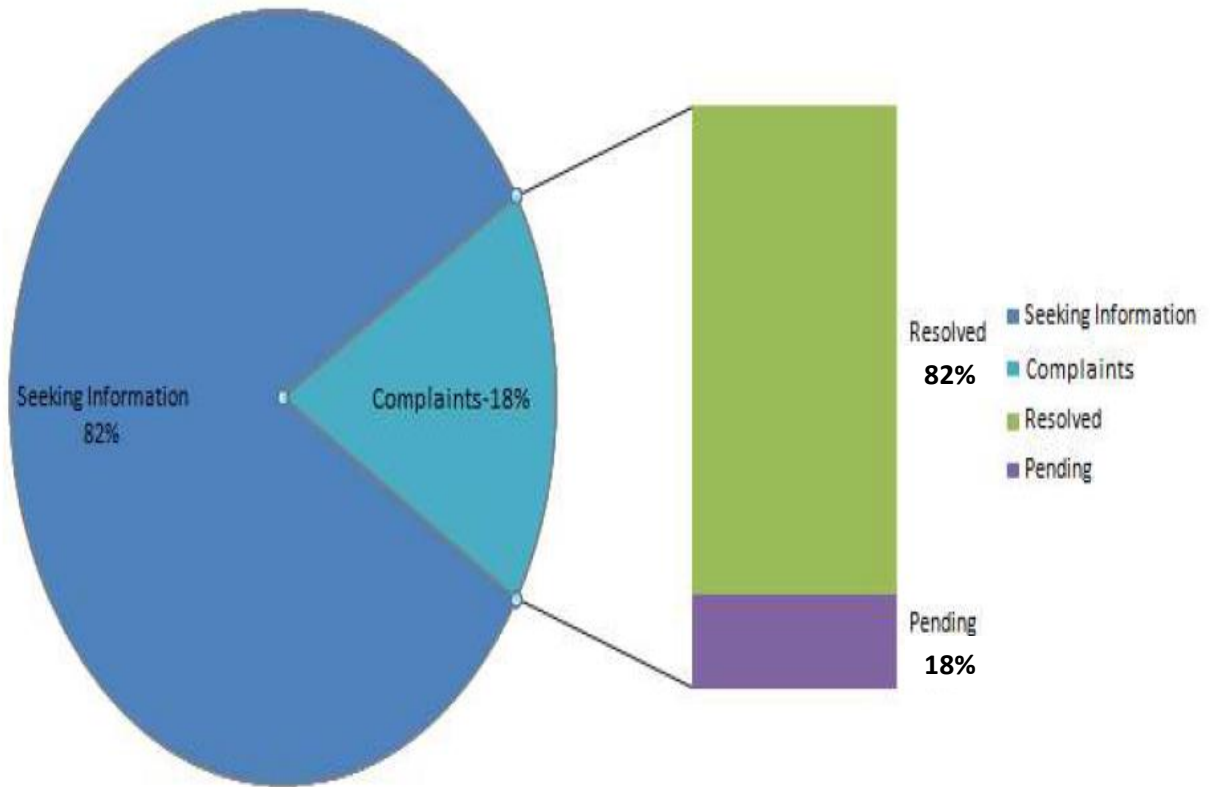


■ E-mail   
 ■ Fax   
 ■ In-person   
 ■ Letter   
 ■ Online   
 ■ Telephone   
 ■ Toll-Free

### Call Complaint Received: October 2018

S.no.	State Name	Call Received	Seeking Information	Complaint Received	Solved	Pending
1	Madhya Pradesh	574	474	100	82	18

### Call/Complaint Status : October 2018



**Maharashtra:**

<b>Complaint By Calls of Maharashtra – October 2018</b>			
<b>S.no</b>	<b>Type of Call</b>	<b>Total</b>	<b>Percentage</b>
<b>1.</b>	Complaint	195	42.12
<b>2.</b>	Information	268	57.88
	<b>Total</b>	<b>463</b>	<b>100.00</b>

<b>Complaint categories By Calls of October 2018</b>			
<b>S.no.</b>	<b>Industry Name</b>	<b>Complaint received</b>	<b>Percentage</b>
1	ADHAAR CARD	0	0.00
2.	ADVERTISEMENT	0	0.00
3.	AGRICULTURE	0	0.00
4.	AIRLINES	0	0.00
5.	AUTOMOBILE	5	1.08
6.	BANKING	26	5.62
7.	BROADCASTING AND CABLE SERVICES	4	0.86
8.	CONSUMER PROTECTION ACT	0	0.00
9.	DOMESTIC APPLIANCES	31	6.70
10.	DRUGS AND MEDICINES	0	0.00
11.	E COMMERCE	44	9.50
12.	EDUCATION	1	0.22
13.	ELECTRICITY	12	2.59
14.	FINANCE	4	0.86
15.	FOOD AND BEVERAGES	4	0.86
16.	FOOD PACKAGING	4	0.86
17.	FOOD SAFETY	0	0.00
18.	INSURANCE	7	1.51
19.	LEGAL	12	2.59
20.	LEGAL METROLOGY	9	1.94
21.	MEDICAL NEGLIGENCE	0	0.00
22.	NBFC	1	0.22
23.	PETROLEUM LPG PNG CNG	1	0.22
24.	POSTAL	3	0.65
25.	PRODUCTS	0	0.00
26.	PUBLIC DISTRIBUTION SYSTEM	61	13.17
27.	RAILWAYS	1	0.22
28.	REAL ESTATE	10	2.16
29.	RTI	2	0.43
30.	SALES TAX	0	0.00
31.	TELECOM	33	7.13
32.	OTHERS	183	39.52
33.	TOURISM	5	1.08
34.	WATER SECTOR	0	0.00
	<b>Total</b>	<b>463</b>	<b>100.00</b>

### **Complaint by Email of Maharashtra – October 2018**

S.no.	Types of Email	Total	Percentage
1.	Complaints	745	99.47
2.	Information	4	0.53
<b>Total</b>		<b>749</b>	<b>100.00</b>

### **Complaint categories by Email of Maharashtra – October 2018**

S.no	Industry Name	Complaint Received	Percentage
1.	AIRLINES	9	1.00
2.	AUTOMOBILE	8	1.07
3.	<b>BANKING</b>	<b>52</b>	<b>6.98</b>
4.	BROADCASTING AND CABLE SERVICES	13	1.00
5.	<b>DOMESTIC APPLIANCES</b>	<b>124</b>	<b>16.64</b>
6.	DRUG AND MEDICINES	0	0.00
7.	<b>E COMMERCE</b>	<b>203</b>	<b>27.25</b>
8.	EDUCATION	5	0.67
9.	ELECTRICITY	29	3.89
10.	FINANCE	17	2.28
11.	FMCG	0	0.00
12.	FOOD SAFETY	7	0.94
13.	HEALTH	0	0.00
14.	INSURANCE	21	2.28
15.	LEGAL METROLOGY	5	0.67
16.	MEDICAL NEGLIGENCE	10	1.34
17.	PETROLEUM LPG PNG SECTOR	2	0.27
18.	POSTAL	26	3.49
19.	PUBLIC DISTRIBUTION	0	0.00
20.	RAILWAYS	0	0.00
21.	REAL ESTATE	23	3.09
22.	RTI	9	1.21
23.	<b>TELECOM</b>	<b>89</b>	<b>11.95</b>
24.	TRAVEL	4	0.54
25.	OTHER	78	10.47
26.	WATER SECTOR	0	0.00
27.	LEGAL COURT MATTER/ LEGAL ADVICE/ MEDIATION	11	1.48
<b>Total</b>		<b>745</b>	<b>100.00</b>

## Qualitative Report

<b>Our helpline interaction with consumers :</b>		
<b>Month</b>	<b>Toll free</b>	<b>Emails</b>
<b>Jun-18</b>	<b>318(17.50%)</b>	<b>2667(20.07%)</b>
<b>Jul-18</b>	<b>373(21.39%)</b>	<b>2874(20.88%)</b>
<b>Aug-18</b>	<b>441(25.28%)</b>	<b>3028(21.26%)</b>
<b>Sep-18</b>	<b>1184(23.88%)</b>	<b>2947(20.12%)</b>
<b>Oct-18</b>	<b>2641(53.27%)</b>	<b>3130(21.37%)</b>

**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 6 complainants for approaching consumer forum.
- Further more we have received 20 complaints in writing for which attempts are made for amicable settlement.
- Total no. of calls have raised up to 30 % & email have raised upto 1% as compared to last month.
- The 'Ecommerce' sector complaints also contributed high no. of calls i.e. 9% and 27% of the mails.
- Category- "other" (39%) is not accounted since this consists many miscellaneous complaints.
- The 'Domestic Appliances' sector complaints contributed maximum no. of calls i.e.6% and 16% of the emails.
- We have received feedback from 1376 people whose complaints have been resolved from the period Sept. 2011 to Oct. 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 7% share of the total complaints among Twenty Eight states during the Month of October 2018.

**Telangana:**

**State Consumer Helpline, Telangana - Call Data Report  
October 2018**

S.no.	Compl aints B/F	Calls Received	Complaint Received	Total (2+4)	Complaints discarded	Complaints Solved	Complaint Forwarded	Complaint Pending (5-6-7)
1	2	3	4	5	6	7	8	9
1	3	1344	42	45	0	0	42	45

**Source wise Call/Complaint Data Report for the SCH(Telangana)  
October 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	17	-	42

**State Consumer Helpline, Telangana – Category Wise Report  
October 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	0	14	1	0	1	0	3	23	42

**State Consumer Helpline, Telangana – Category Wise Calls/Complaints  
Report: October 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
<b>Calls</b>	9	26	2	3	5	213	3	1083	<b>1344</b>
<b>Complaints</b>	0	14	1	0	1	0	3	23	<b>42</b>

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