



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

STATISTICAL REPORT (DECEMBER 2017)

**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 December 2017 is given:

States Wise Calls Report: December 2017

Si. No	State Name	Call Received December '17	Cumulative Calls (January-December 2017)
1	ANDHRA PRADESH	0	5
2	BIHAR	1	6
3	GUJARAT	805	13703
4	HARYANA	505	5271
5	HIMACHAL PRADESH	0	1
6	JHARKHAND	1212	16630
7	MADHYA PRADESH	1	10
8	MAHARASHTRA	336	6476
9	MIZORAM	0	0
10	ODISHA	1	3
11	PUDUCHERRY	0	1971
12	RAJASTHAN	27	4390
13	TAMIL NADU	0	10
14	TELANGANA	942	14158
15	TRIPURA	2	20
16	UTTAR PRADESH	211	2031
17	UTTRAKHAND	4	117
18	WEST BENGAL	768	7951
TOTAL		4815	72753

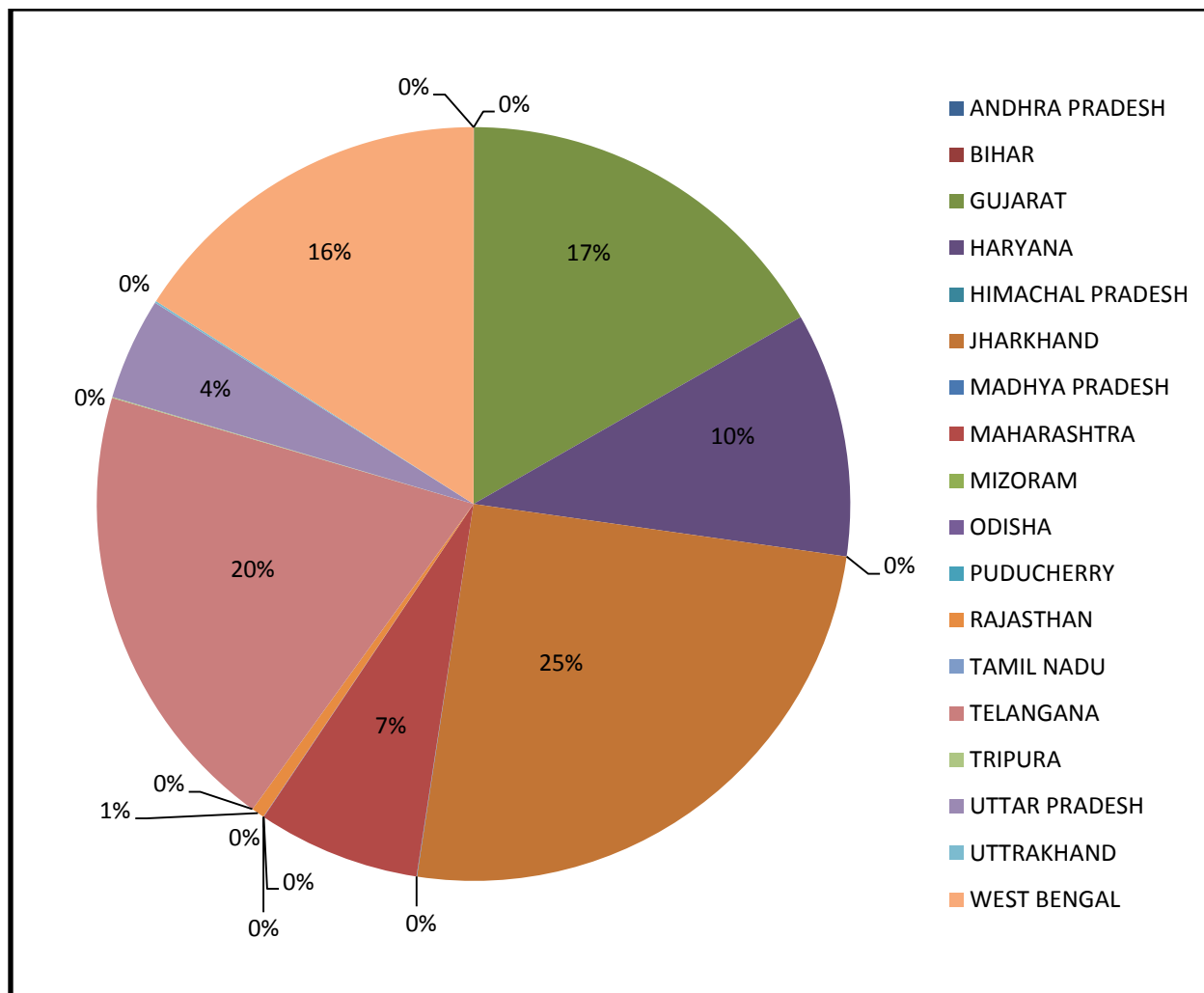


Figure 1 : States Wise Calls Report- December 2017

The States of Bihar, Himachal Pradesh, Madhya Pradesh, Mizoram, Odisha, Tamil Nadu, Tripura and Uttar Pradesh have been running the helpline intermittently. 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 now stopped functioning. Similarly, the existing VCO running Consumer Helpline at Rajasthan has indicated its non-functioning as State Govt. is considering restructuring and is in the process of awarding of contract for functioning of Consumer Helpline. Government of Andhra Pradesh, Punjab, Karnataka have not yet networked their helpline with IT Portal despite imparting training to their staff at IIPA and having signed the Licence Agreement to share IT Portal for complaint registration and use of knowledge database.

The sector wise list of calls received during the month of December 2017 is given below:

Sector Wise Calls Received (December 2017)

Industry Name	Calls Received December '17	Calls Received November'17
PUBLIC DISTRIBUTION SYSTEM	1777	1974
NATIONAL FOOD SECURITY ACT	576	846
TELECOM	156	193
GAS LPG	125	141
BANKING	110	111
DOMESTIC APPLIANCES	90	108
E COMMERCE	79	107
FOOD AND SUPPLY	76	93
LEGAL METROLOGY	60	76
REAL ESTATE	52	75
AUTOMOBILE	51	68
ELECTRICITY	47	51
PETROLEUM LPG PNG CNG	35	50
INSURANCE	29	47
FINANCE	29	34
EDUCATION	28	26
BROADCASTING AND CABLE SERVICES	26	22
POSTAL	18	19
MEDICAL NEGLIGENCE	16	18
TRANSPORT	13	17
FOOD AND BEVERAGES	11	15
TOURISM	9	10
AADHAAR CARD	7	10
ADVERTISEMENT	5	4
AIRLINES	3	1
RAILWAYS	2	0
OTHERS	448	375

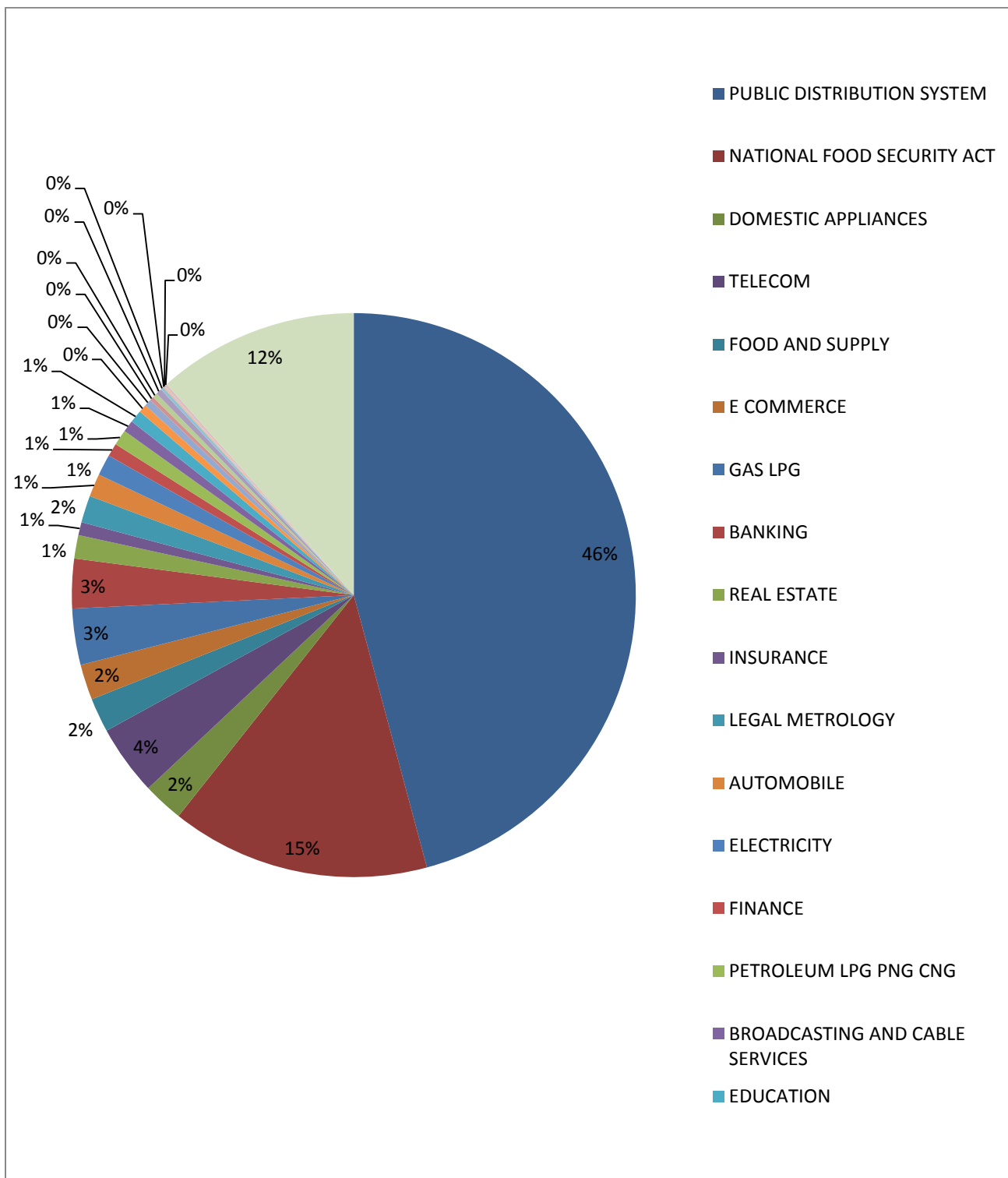


Figure 2 : Sector Wise Calls Received - December 2017