



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

STATISTICAL REPORT (AUGUST 2017)

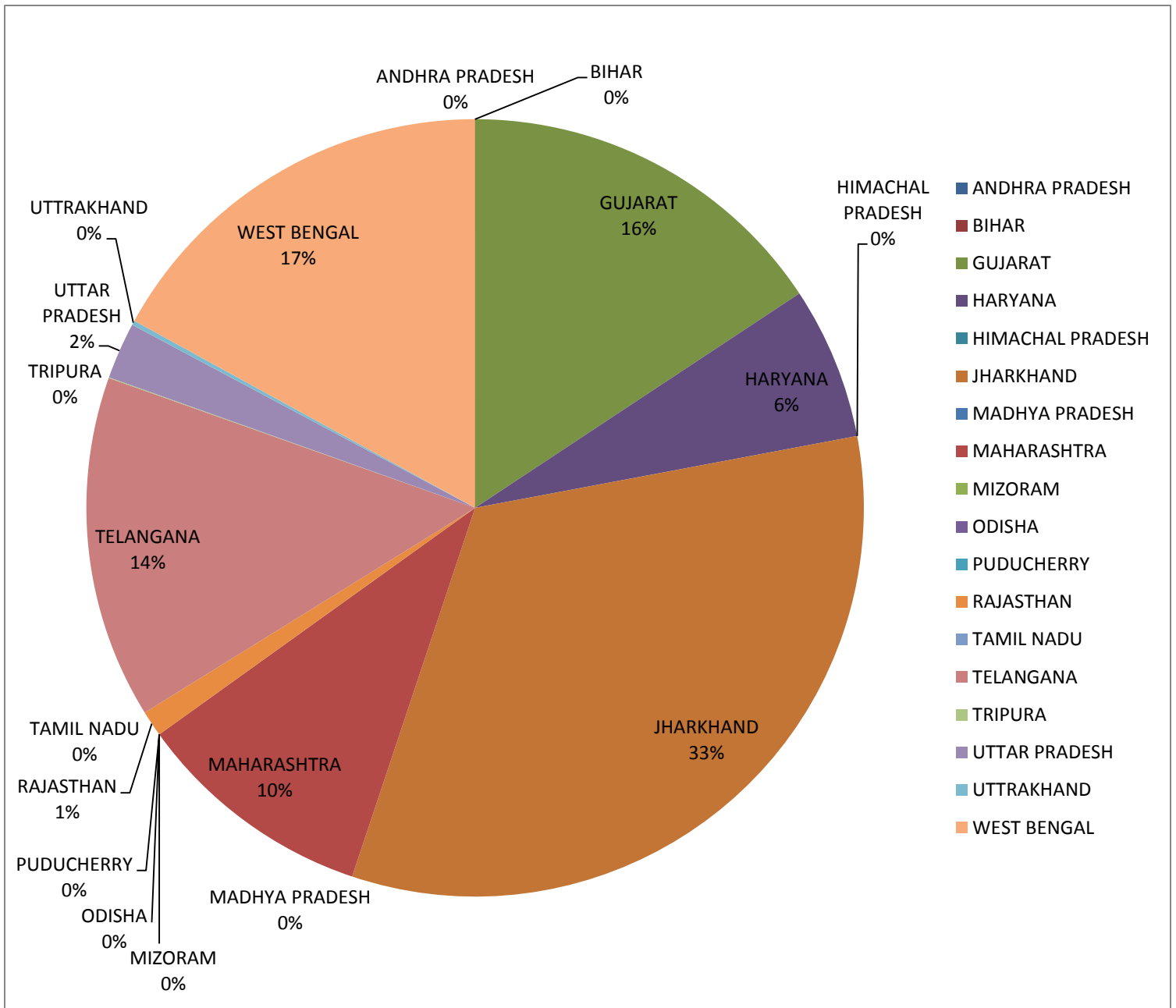
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Statistical Report on Complaints/Calls received by SCHs

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 August 2017 is given:

States Wise Calls Report: August 2017

S.No	State Name	Call Received August'17	Call Received July'17
1	ANDHRA PRADESH	0	0
2	BIHAR	0	1
3	GUJARAT	1008	1136
4	HARYANA	407	474
5	HIMACHAL PRADESH	0	0
6	JHARKHAND	2124	1299
7	MADHYA PRADESH	0	0
8	MAHARASHTRA	640	635
9	MIZORAM	0	0
10	ODISHA	0	0
11	PUDUCHERRY	0	105
12	RAJASTHAN	69	476
13	TAMIL NADU	0	2
14	TELANGANA	915	1042
15	TRIPURA	2	2
16	UTTAR PRADESH	151	156
17	UTTRAKHAND	12	2
18	WEST BENGAL	1092	1211
TOTAL		6420	6541



The States of Bihar, Himachal Pradesh, Madhya Pradesh, Mizoram, Odisha, Tamil Nadu and Uttar Pradesh have been running the helpline intermittently. The consumer helpline at Puducherry is 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 Govt. 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 sector wise list of calls received during the month of August 2017 is given below:

Sector Wise Calls Received (August 2017)

S.No	Industry Name	Calls Received August'17	Calls Received July'17
1	AADHAAR CARD	14	7
2	ADVERTISEMENT	1	2
3	AIRLINES	5	5
4	AUTOMOBILE	79	73
5	BANKING	114	142
6	BROADCASTING AND CABLE SERVICES	33	35
7	DOMESTIC APPLIANCES	178	228
8	E COMMERCE	121	157
9	EDUCATION	58	77
10	ELECTRICITY	65	110
11	FINANCE	43	55
12	FOOD AND BEVERAGES	16	16
13	FOOD AND SUPPLY	122	144
14	GAS LPG	144	134
15	INSURANCE	62	80
16	LEGAL METROLOGY	62	95
17	MEDICAL NEGLIGENCE	24	21
18	NATIONAL FOOD SECURITY ACT	486	587
19	PETROLEUM LPG PNG CNG	51	76
20	POSTAL	35	44
21	PUBLIC DISTRIBUTION SYSTEM	2679	2163
22	RAILWAYS	4	7
23	REAL ESTATE	91	136
24	TELECOM	266	228
25	TOURISM	29	24
26	TRANSPORT	15	23
27	OTHERS	1382	1568

