



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

STATISTICAL REPORT (JULY 2017)

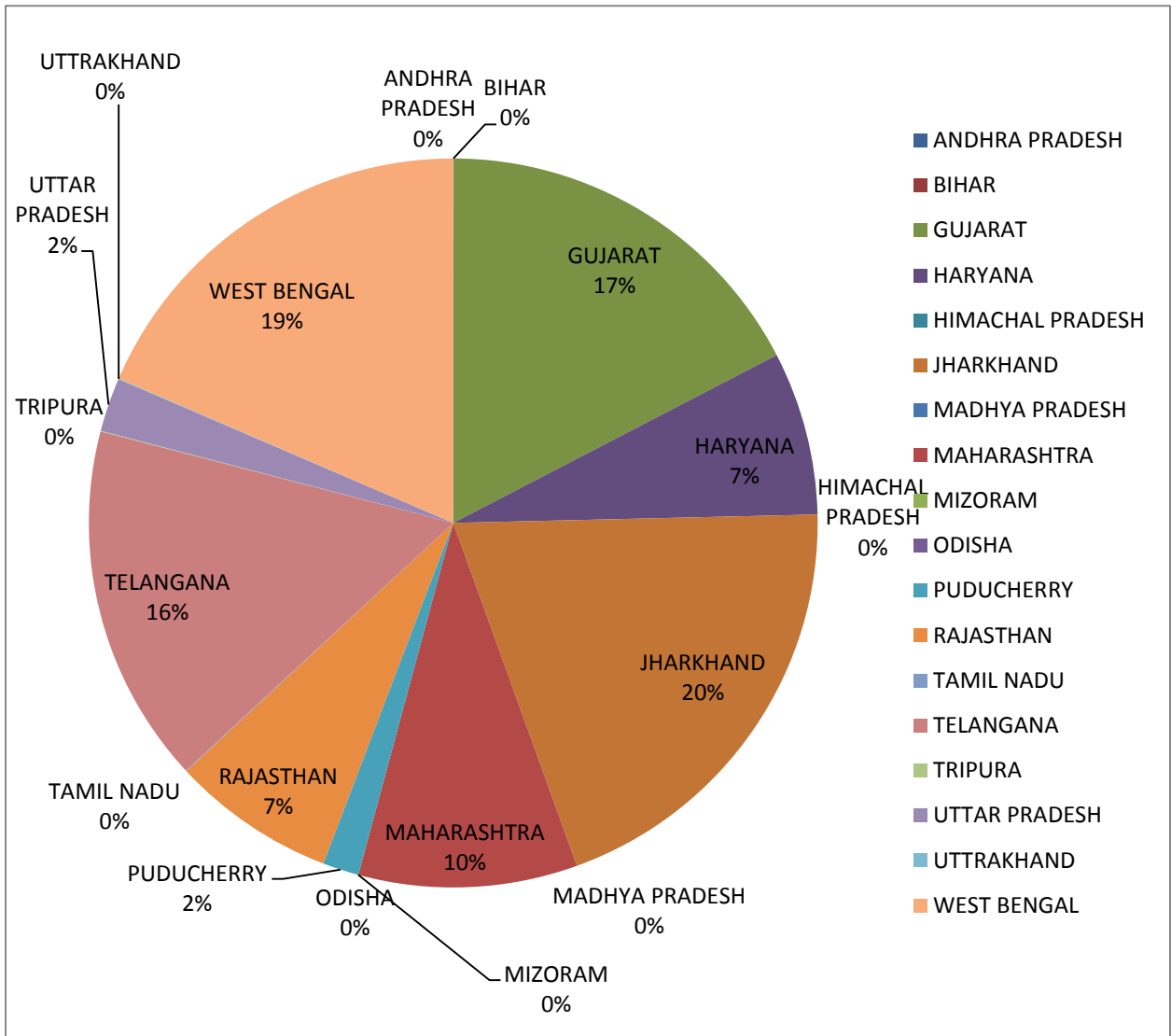
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Statistical Report on Complaints/Calls received by SCHs

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 July 2017 is given:

States Wise Calls Report: July 2017

S.No	State Name	Call Received July'17	Call Received June'17
1	ANDHRA PRADESH	0	0
2	BIHAR	1	0
3	GUJARAT	1136	1082
4	HARYANA	474	524
5	HIMACHAL PRADESH	0	0
6	JHARKHAND	1299	1370
7	MADHYA PRADESH	0	0
8	MAHARASHTRA	635	573
9	MIZORAM	0	0
10	ODISHA	0	0
11	PUDUCHERRY	105	329
12	RAJASTHAN	476	498
13	TAMIL NADU	2	0
14	TELANGANA	1042	1062
15	TRIPURA	2	1
16	UTTAR PRADESH	156	177
17	UTTRAKHAND	2	7
18	WEST BENGAL	1211	502
TOTAL		6541	6125



The States of Bihar, Himachal Pradesh, Madhya Pradesh, Mizoram, Odisha, Tamil Nadu and Uttar Pradesh have been running the helpline intermittently. 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 July 2017 is given below:

Sector Wise Calls Received (July 2017)

S.No	Industry Name	Calls Received July'17	Calls Received June'17
1	AADHAAR CARD	7	27
2	ADVERTISEMENT	2	5
3	AIRLINES	5	9
4	AUTOMOBILE	73	48
5	BANKING	142	122
6	BROADCASTING AND CABLE	35	27
7	DOMESTIC APPLIANCES	228	193
8	E COMMERCE	157	128
9	EDUCATION	77	41
10	ELECTRICITY	110	82
11	FINANCE	55	30
12	FOOD AND BEVERAGES	16	20
13	FOOD AND SUPPLY	144	118
14	GAS LPG	134	84
15	INSURANCE	80	55
16	LEGAL METROLOGY	95	107
17	MEDICAL NEGLIGENCE	21	16
18	NATIONAL FOOD SECURITY ACT	587	707
19	PETROLEUM LPG PNG CNG	76	74
20	POSTAL	44	24
21	PUBLIC DISTRIBUTION SYSTEM	2163	2309
22	RAILWAYS	7	4
23	REAL ESTATE	136	64
24	TELECOM	228	190
25	TOURISM	24	18
26	TRANSPORT	23	16
27	OTHERS	1568	1443

