



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

# **STATISTICAL REPORT**

## **(SEPTEMBER 2017)**

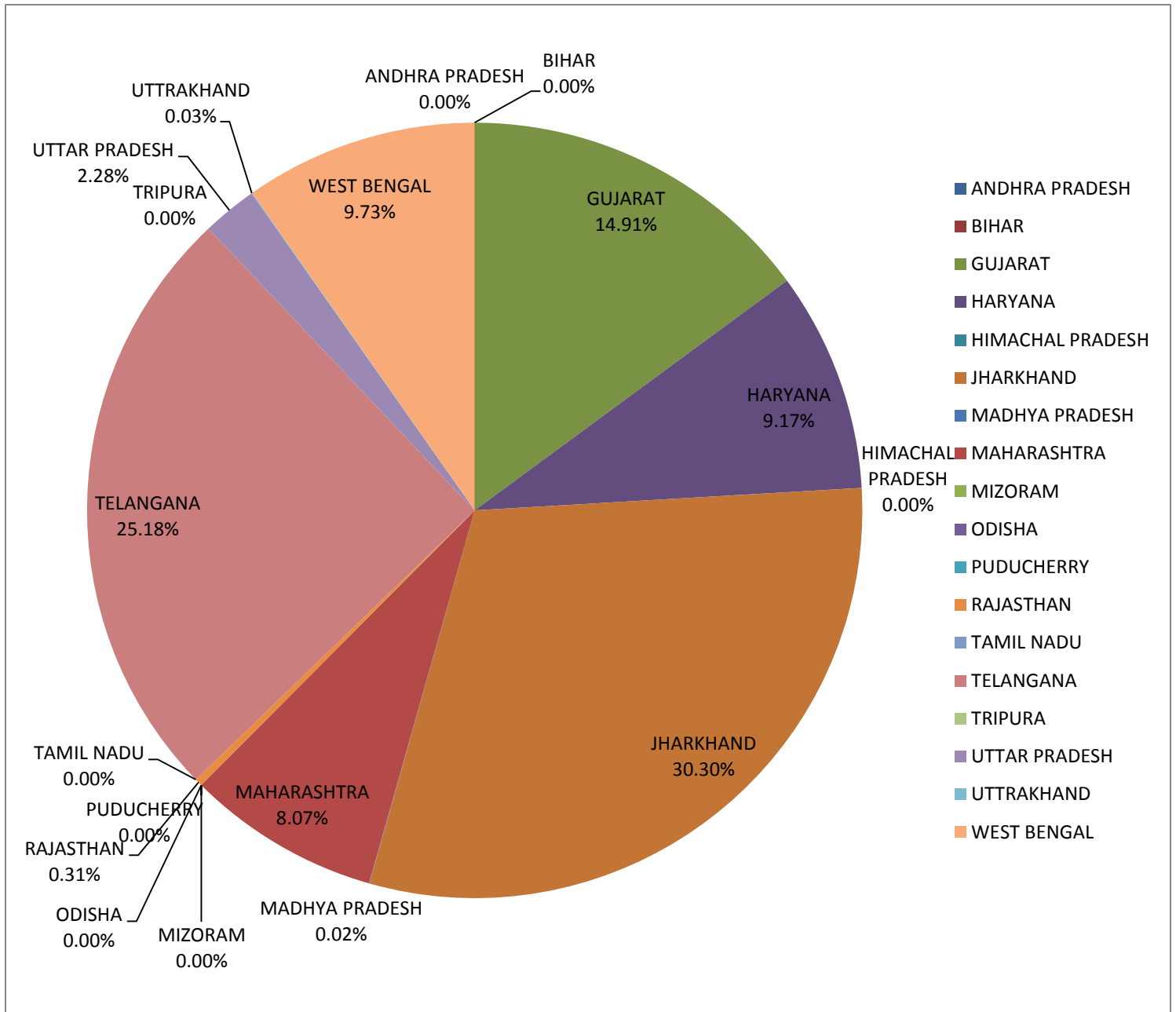
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## Statistical Report on Complaints/Calls received by SCHs

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 September 2017 is given:

### States Wise Calls Report: September 2017

S.No	State Name	Call Received August'17	Call Received September'17
1	ANDHRA PRADESH	0	0
2	BIHAR	0	0
3	GUJARAT	1008	907
4	HARYANA	407	558
5	HIMACHAL PRADESH	0	0
6	JHARKHAND	2124	1844
7	MADHYA PRADESH	0	1
8	MAHARASHTRA	640	491
9	MIZORAM	0	0
10	ODISHA	0	0
11	PUDUCHERRY	0	0
12	RAJASTHAN	69	19
13	TAMIL NADU	0	0
14	TELANGANA	915	1532
15	TRIPURA	2	0
16	UTTAR PRADESH	151	139
17	UTTRAKHAND	12	2
18	WEST BENGAL	1092	592
<b>TOTAL</b>		<b>6420</b>	<b>6085</b>



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 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 has indicated its non-functioning as State Govt. is considering restructuring and awarding of contract for functioning of Consumer Helpline. Government 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 September 2017 is given below:

**Sector Wise Calls Received (September 2017)**

<b>Industry Name</b>	<b>Calls Received August'17</b>	<b>Calls Received September'17</b>
PUBLIC DISTRIBUTION SYSTEM	2679	2445
NATIONAL FOOD SECURITY ACT	486	1084
TELECOM	266	165
FOOD AND SUPPLY	122	156
BANKING	114	115
DOMESTIC APPLIANCES	178	102
E COMMERCE	121	99
GAS LPG	144	91
REAL ESTATE	91	80
LEGAL METROLOGY	62	58
AUTOMOBILE	79	54
ELECTRICITY	65	49
PETROLEUM LPG PNG CNG	51	49
INSURANCE	62	46
EDUCATION	58	35
FINANCE	43	27
BROADCASTING AND CABLE SERVICES	33	23
POSTAL	35	17
MEDICAL NEGLIGENCE	24	16
TRANSPORT	15	13
AADHAAR CARD	14	7
FOOD AND BEVERAGES	16	7
RAILWAYS	4	5
AIRLINES	5	4
TOURISM	29	4
ADVERTISEMENT	1	2
OTHERS	1382	1065

- AADHAAR CARD
- ADVERTISEMENT
- AIRLINES
- AUTOMOBILE
- BANKING
- BROADCASTING AND CABLE SERVICES
- DOMESTIC APPLIANCES
- E COMMERCE
- EDUCATION
- ELECTRICITY
- FINANCE
- FOOD AND BEVERAGES
- FOOD AND SUPPLY
- GAS LPG
- INSURANCE
- LEGAL METROLOGY
- MEDICAL NEGLIGENCE
- NATIONAL FOOD SECURITY ACT
- PETROLEUM LPG PNG CNG
- POSTAL
- PUBLIC DISTRIBUTION SYSTEM
- RAILWAYS
- REAL ESTATE
- TELECOM
- TOURISM
- TRANSPORT
- OTHERS

