

National Consumer Helpline



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Summary Report – November 2017



A Public Service Project of Dept .of Consumer Affairs,
Government of India

Toll-free Numbers: 14404, 1800-11-4000
Consumer App (download from Google play store)
SMS: +918130009809
Website: www.consumerhelpline.gov.in
You can also chat on our website

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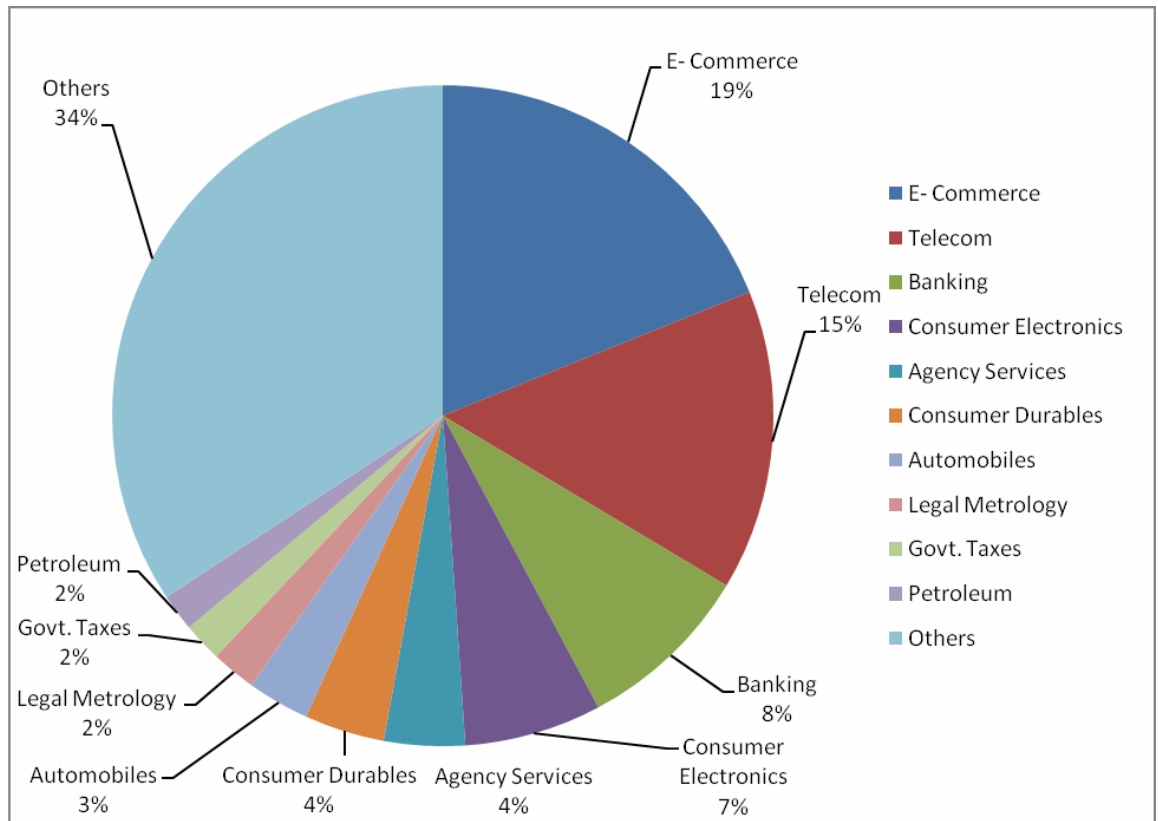
- In the month of November 2017, National Consumer helpline registered 34,459 dockets. Out of 34,459 dockets, 21,481 complaints were handled at Toll free telephone numbers, 1,625 complaints were registered by outbound calls to SMS received, 10,778 complaints were reported on the Website. 180 complaints were reported through “**Consumer App**” Android as well as IOS version.
- On the web chat, from 1th November to 30th November 2017, 2921 user queries were handled. On an average, 117 users are contacting NCH per day.
- The NCH Website www.nationalconsumerhelpline.in has registered a hit count of 2,38,208 during the month.
- Sector wise, the ‘**e-Commerce**’ sector contributed the highest number of complaints– 18.9% of the total dockets made i.e. 6,510. ‘**Telecom**’ Sector was at second position with 14.7% of the total dockets. The rest of the top five sectors are ‘**Banking**’, ‘**Consumer Electronics**’, and ‘**Agency Services**’ were at registering 8.6%, 6.7% and 4% respectively of total dockets registered. Telecom sector moved to second place instead of Banking as compared to previous months. Agency services sector comes on 5th position for the first time.
- Region wise, the maximum numbers of complaints registered were – Maharashtra 4,932 calls, forming 14.31% of total dockets made. Among the top five states are Delhi, Uttar Pradesh, Karnataka and West Bengal, registering between 13.31% to 6.88% of total dockets. In this month Delhi is at the second position compared to third position last month, and West Bengal is at 5th position instead of 4th position earlier.
- In the ‘Continual Consumer Education’ series every morning, 25 sessions on various consumer related topics was held.
- **Convergence**–16,135 complaints were registered for Convergence companies and 8,282 responses were received from them, the response is at 51%, within the month.
- **Responses from complainants (User Remark)**: Complainants have posted 489 user remarks on the portal. In 445 cases, consumers have confirmed that their problem was resolved, accounting for 91% of the total responses.
- **Public/Consumer Feedback**:
 - There were 46 direct feedback on the website out of which, 8 consumers were dissatisfied with the company response, delay in response received were 11, satisfied with company response/advice were 8, Suggestions were 8 and Complaints were 7. These complaints cannot be handled as no contact details are available as they are not required to be mentioned in this feedback category.
- **Email and Letters**: 374 emails were received from Department of Consumer Affairs, out of which 154 complaints were registered on INGRAM. Only 9 letters were received by post replies have already been given.

- RTI's responded to during the month were 15.
- **CPGRAMS:** 921 complaints were received and replies given which includes complaints received October as well.

State wise complaints received at NCH

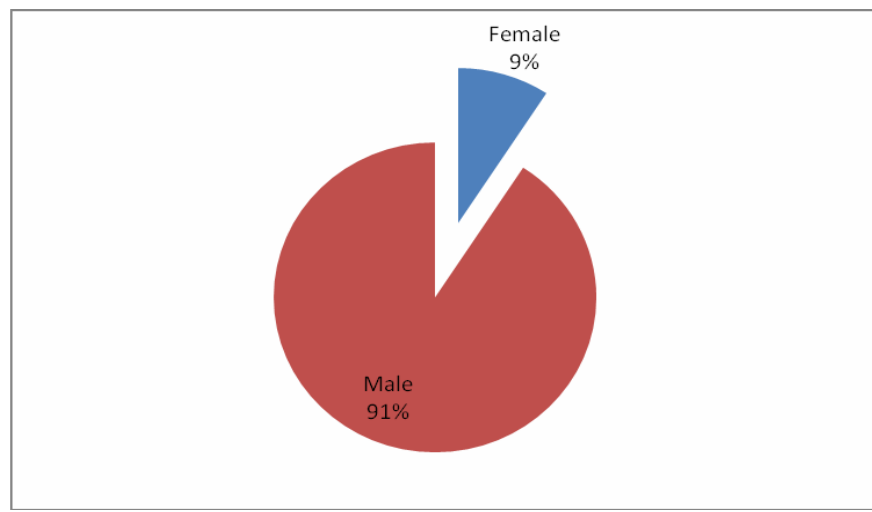
S.No.	State	No. of Calls	%
1	MAHARASHTRA	4932	14.31
2	DELHI	4588	13.31
3	UTTAR PRADESH	4267	12.38
4	KARNATAKA	2451	7.11
5	WEST BENGAL	2372	6.88
6	RAJASTHAN	2179	6.32
7	HARYANA	1897	5.51
8	GUJARAT	1848	5.36
9	MADHYA PRADESH	1793	5.20
10	BIHAR	1377	4.00
11	TELANGANA	1087	3.15
12	TAMIL NADU	1056	3.06
13	PUNJAB	768	2.23
14	ANDHRA PRADESH	471	1.37
15	JHARKHAND	471	1.37
16	KERALA	447	1.30
17	CHHATTISGARH	434	1.26
18	ODISHA	424	1.23
19	ASSAM	350	1.02
20	UTTRAKHAND	316	0.92
21	HIMACHAL PRADESH	268	0.78
22	JAMMU & KASHMIR	222	0.64
23	CHANDIGARH	138	0.40
24	GOA	107	0.31
25	TRIPURA	41	0.12
26	PUDUCHERRY	30	0.09
27	MEGHALAYA	25	0.07
28	MANIPUR	19	0.06
29	ARUNACHAL PRADESH	15	0.04
30	DADRA & NAGAR HAVELI	15	0.04
31	SIKKIM	14	0.04
32	DAMAN & DIU	12	0.03
33	ANDAMAN NICOBAR	10	0.03
34	MIZORAM	8	0.02
35	NAGALAND	7	0.02
	Grand Total	34,459	100

Sector- wise Complaints



*Others' sector includes 9.5% general enquiries and non CPA Complaints.

Gender Wise Calls



Continual Consumer Education

DATE	TOPIC/SECTOR	DESCRIPTION
01-Nov-17	Higher Education	New Classification of categories in INGRAM
02-Nov-17	Food	New & Modified Nature of complaints of Food Business Operator in INGRAM
03-Nov-17	Legal Metrology	Dynamic measuring system for liquids other than water
06-Nov-17	Legal	Case filing procedure & Role of NCDRC
07-Nov-17	GST	Overview
08-Nov-17	GST	Types of complaints
09-Nov-17	e- commerce	Trending nature of complaints
10-Nov-17	Legal Metrology	Hallmarking of Jewellery
11-Nov-17	Call Audit	Quality of calls
13-Nov-17	Report	Explaining the Oct monthly report
14-Nov-17	Real estate	RERA & Complaints handling
15-Nov-17	NBFC	P 2 P Lending & Claim Procedure
16-Nov-17	CPGRAM	Complaint Redressal Mechanism
17-Nov-17	Food	World Food India 2017- a synopsis
18-Nov-17	Web chat	Types of enquiries
20-Nov-17	Non-Convergence	Non- Convergence process and suggestions
21-Nov-17	PDS	Ration Cards & Grievance Redressal System
22-Nov-17	Govt. Taxes	Service Tax/VAT/ GST
23-Nov-17	RTI	Online RTI filing process
24-Nov-17	e- commerce	Case study- Grievance Redressal within a company
25-Nov-17	INGRAM	Hyperlinks of different sector on INGRAM
27-Nov-17	Drugs & Cosmetics	Generic Drugs - Jan Aushadhi
28-Nov-17	GST	Quiz
29-Nov-17	Food	Nature of complaints in IRCTC and Airlines
30-Nov-17	Misleading ads	ASCI & GAMA Portal

Complaints Received - SMS

Month	SMS		
	SMS Received	Unique SMS Received	Dockets made in INGRAM
Nov. 2017	4781	2839 (59%)	1625 (57%)

INGRAM Grievance Redressal@ NCH

Month	Convergence Companies		Non Convergence Companies	
	Total Complaints Received	Responses received	Total Complaints Received	Disposed / Action taken(email sent)
Nov. 2017	16, 135	8282 (51%)*	11,104**	11,104

*Response% is with respect to the number of complaints registered and responded to in the same month .It does not include the responses received on the dockets registered in the previous month.

**Between 01st August17 to 11th Nov.17 Real Estate complaints were under Non Convergence and w.e.f. 12th Nov.17 onwards, this sector was included in Govt. sector, complaints are moved to Ministry of housing & Urban Affairs .

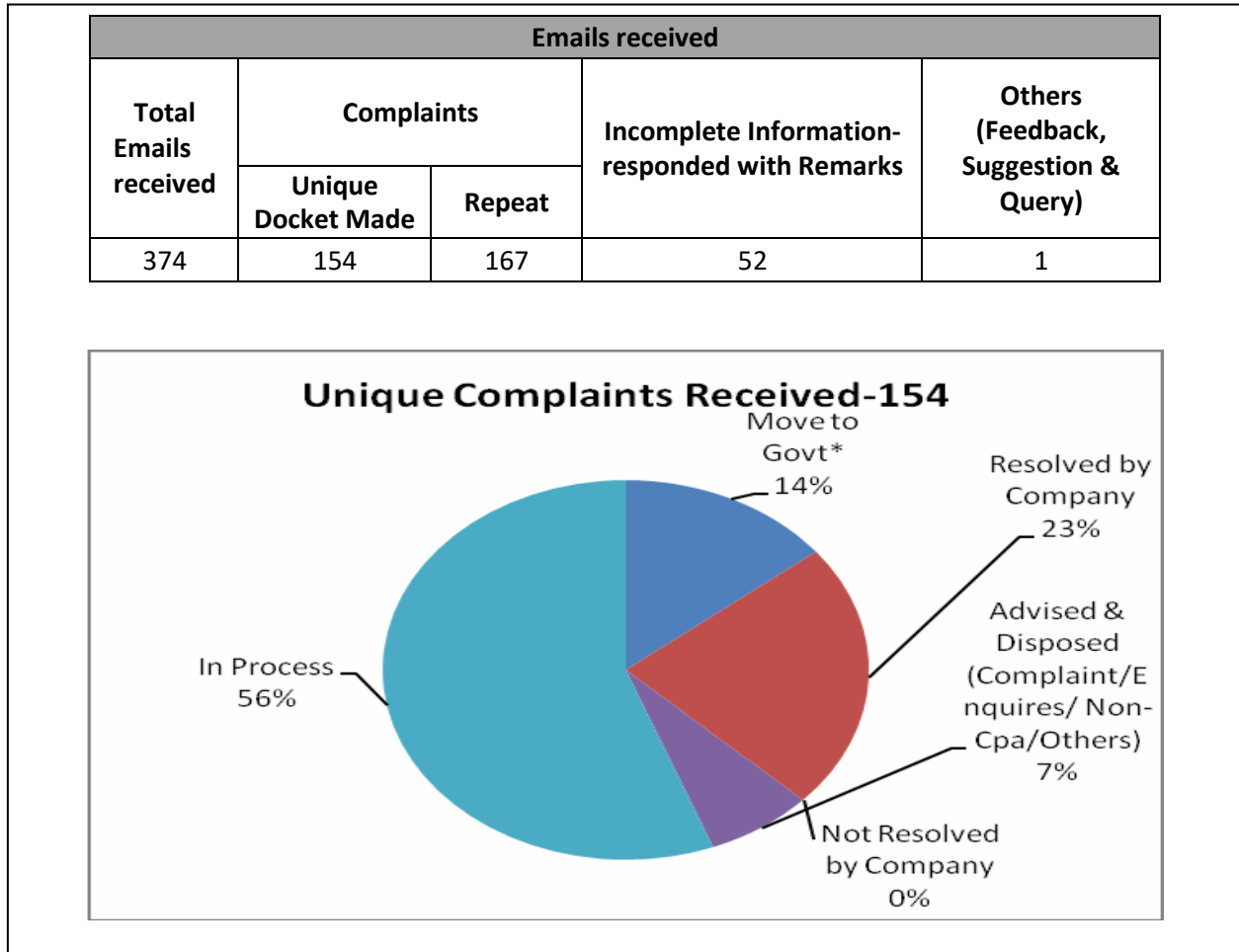
Complaints Received – Letters from DCA

Month	Letters	
	Total Complaints Received	Responded & Disposed
Nov. 2017	09	09

Status of Complaints Received on Consaff Twitter Handle

No of Complaints received	Repeat Complaints	No of Unique complaint Dockets registered			Complaints moved to nodal officers of Govt.	Complaints resolved By Company/Govt.			Complaints in process	Disposed –Non CPA/ Not resolved
		Con.	Non Con.	Govt Dept		Con.	Non Con.	Govt Dept		
43	0	Con.	Non Con.	Govt Dept	3	Con.	Non Con.	Govt Dept	15	1
		33	7	3		22	2	0		

e- mails from DCA



Centralized Public Grievance Redress and Monitoring System (CPGRAMS)

Complaints are forwarded to NCH through CPGRAMS Portal www.pgportal.gov.in . The status of complaints for November 2017 is as under

Name of Organization	Grievance(s) Received for month of November 17 + C/F of Pervious Month	Grievance (s) Disposed	Pending	Pending 0 to 15 days	Pending 16 to 30 days	Pending 31 to 45 days	Pending 46 to 60 days
Received by NCH	565+356 =921	334	587	283	192	37	75
Pendency Based On Diary Date which also included in the above table		Pending 0 to 15 days	Pending 16 to 30 days	Pending 31 to 60 days	Pending 61 to 90 days	Pending 91 to 180 days	Pending 181 to 365 days
		173	217	206	22	5	13

GST Report

In November 2017, 1115 dockets of GST related complaints & queries have been registered

S.No.	Nature of Complaints	No. Of Complaints	%
1	General Enquiry	384	34.4
2	Consumer - Charging more than MRP in name of GST	218	19.6
3	Consumer - Charging GST but not providing bill/GSTN No./GSTN No. Not Valid	216	19.4
4	Consumer - charging more GST than assigned slab/Manipulations in calculations of GST	203	18.2
5	Consumer - Charging VAT/GST on Service charges.	32	2.9
6	Customer- Delay in delivery of Product/Services/Refund of GST Amount.	18	1.6
7	Trader - Registration/Cancellation/ correction for GST	15	1.3
8	Consumer- Hike in Base price post GST reduction	12	1.1
9	Consumer - Charging GST but not mentioned in bill.	8	0.7
10	Consumer - in bill charging GST & VAT both	3	0.3
11	Enquiry regarding "Tax input credit"	3	0.3
12	Trader - enquiry on preparation of bills/Issue in filing return	2	0.2
13	Trader - Enquiry on composition scheme	1	0.1
	Grand Total	1115	100