National Consumer Helpline

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Summary Report – December 2016

Project of Union Ministry of Consumer Affairs, Food and Public Distribution

Toll-free Number: 1800-11-4000, SMS: +918130009809

Website: www.consumerhelpline.gov.in

National Consumer Helpline – December 2016

- In the month of December 2016, National Consumer helpline has received 38804 calls. Out of this, 29187 dockets were made, which includes complaints registered on Website - www.consumerhelpline.gov.in as well as sms received. Out of 29187 complaints, 20951 complaints were handled at Toll free number, 853 outbound calls were made, and 7997 complaints were reported on Website.

- The NCH Website www.nationalconsumerhelpline.in has registered a hit count of 1, 76, 217 during the month

- Region wise, the maximum numbers of calls were from Maharashtra – 4222 calls, forming 14.47% of total dockets made. The rest of the top five states are Delhi, Uttar Pradesh, Rajasthan and Madhya Pradesh registering between 14% to 6% of total dockets.

- Sector wise, the 'e-Commerce' sector contributed the highest - 19.06% of the total dockets made i.e. 5562. 'Telecom' Sector was at second position with 9.54% of the total dockets. The rest of the top five sectors are 'Banking', 'Electronic Products' and 'Consumer Durables' registering between 9% to 4% of total dockets

- In the 'Continual Consumer Education' series every morning, 24 sessions on various topics were held

- **Convergence** – 10135 complaints were registered against Convergence companies and 7061 responses were received from them, the Response is 70%.

- **Responses from consumers:** Complainants have posted 303 user remarks on the portal. In 196 cases, consumers have confirmed that their problem was resolved

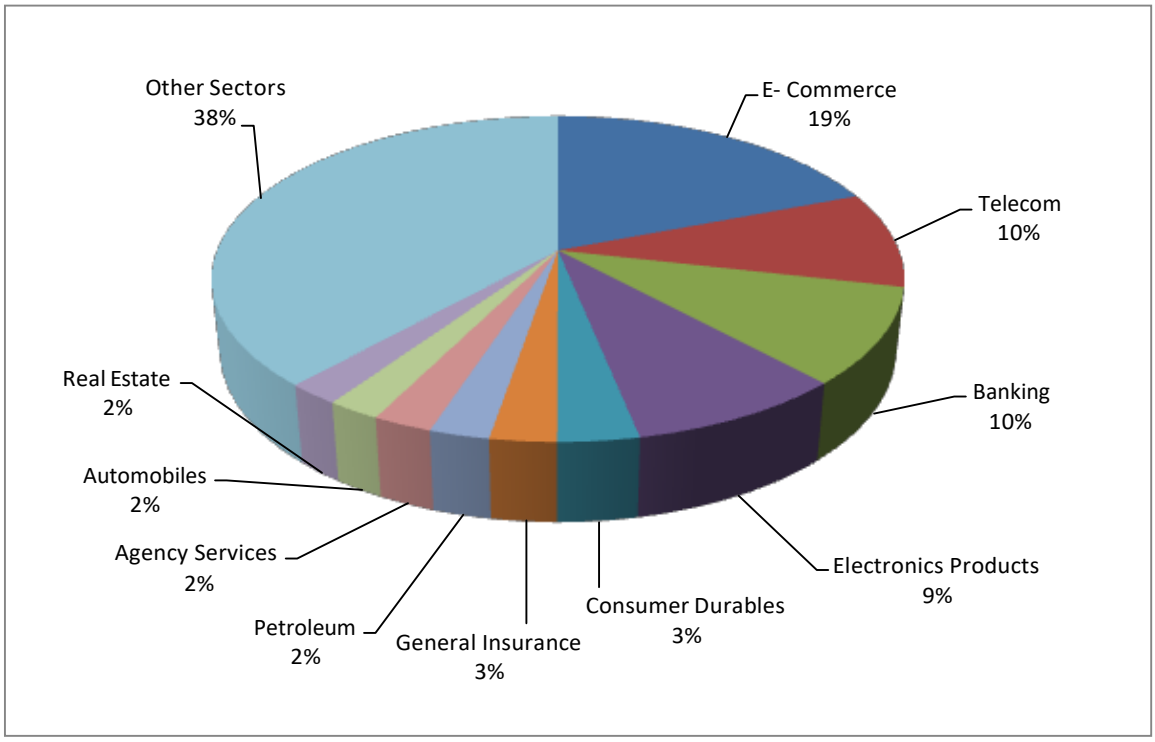
- As far as direct feedback on the website is concerned, there were 42 entries, out of which 11 stated for dissatisfaction with the company response, delay in response received were 10, satisfied with company response/advice were 7, enquires were 8 and Suggestions were 5.

- 314 Complaints (Convergence/ Non convergence) were received through email and postal letters during the month. Out of this, 283 complaints have been disposed and 31 complaints are 'in process'.

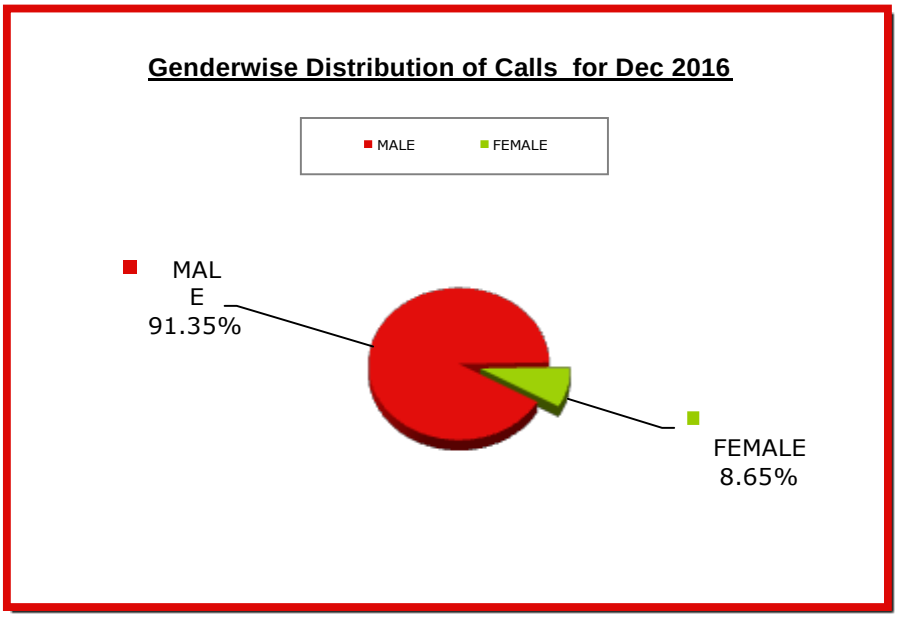
STATE – WISE COMPLAINTS RECEIVED AT NCH

State wise Complaints - Dec 2016			
S.No.	**State**	**Count**	**%Age**
1	MAHARASHTRA	4222	14.47
2	DELHI	4076	13.97
3	UTTAR PRADESH	3742	12.82
4	RAJASTHAN	2023	6.93
5	MADHYA PRADESH	1984	6.80
6	WEST BENGAL	1873	6.42
7	HARYANA	1804	6.18
8	KARNATAKA	1575	5.40
9	GUJARAT	1573	5.39
10	BIHAR	1318	4.52
11	TAMIL NADU	727	2.49
12	PUNJAB	725	2.48
13	TELANGANA	635	2.18
14	JHARKHAND	420	1.44
15	CHHATTISGARH	384	1.32
16	ODISHA	339	1.16
17	ANDHRA PRADESH	301	1.03
18	UTTRAKHAND	276	0.95
19	ASSAM	265	0.91
20	KERALA	261	0.89
21	JAMMU & KASHMIR	177	0.61
22	HIMACHAL PRADESH	175	0.60
23	CHANDIGARH	115	0.39
24	GOA	62	0.21
25	TRIPURA	40	0.14
26	MEGHALAYA	14	0.05
27	ARUNACHAL PRADESH	14	0.05
28	DADRA & NAGAR HAVELI	13	0.04
29	ANDAMAN NICOBAR	13	0.04
30	DAMAN & DIU	9	0.03
31	PUDUCHERRY	8	0.03
32	SIKKIM	8	0.03
33	MANIPUR	7	0.02
34	NAGALAND	6	0.02
35	MIZORAM	3	0.01
	Grand Total	**29187**	**100.00**

SECTOR- WISE COMPLAINTS



GENDER WISE CALLS



GRIEVANCE REDRESSAL@ NCH

	Convergence Companies		Non Convergence Companies	
Month	Total Complaints Received	Responses received	Total Complaints Received	Disposed / Action taken(email sent)
Dec 2016	10135	7061(70%)	9689	9689*

* Out of this, in 295 cases email was not found/bounced and are being checked with ROC data

STATUS OF COMPLAINTS RECEIVED FROM OTHER SOURCES

	Outbound Calls		**Complaints received through email**		**Complaints received through Letters**	
Month	Total SMS Received	Dockets made (excludes repeat)	Total Complaints Received	Disposed	Total Complaints Received	Disposed
Dec 2016	1301	853	260	260	54	23

CENTRALIZED PUBLIC GRIEVANCE REDRESS AND MONITORING SYSTEM (CPGRAMS)

Complaints are forwarded to NCH through PG Portal www.pgportal.gov.in . The status of complaints for December 2016 is as under:

No. Complaints Received/ carry forward from last month	Grievance disposed	Pending	Pending (0-15 days)	Pending (16 -30 days)	Pending (31 -45 days)	Pending (46- 60 days)
852	320	532	259	110	110	52

TOPMOST 'TYPE OF COMPLAINT' IN THE FOLLOWING SECTORS

Sr. No.	Sector	Type of Complaint
1	e-commerce	Paid amount not refunded (19%)
2	Telecom	Unsatisfactory redressal (13%)
3	Consumer Electronics	Delay in / not providing Services (18%)
4	Banking	ATM-Money not dispensed but debited (3%)
5	Consumer Durables	Unsatisfactory redressal (12%)