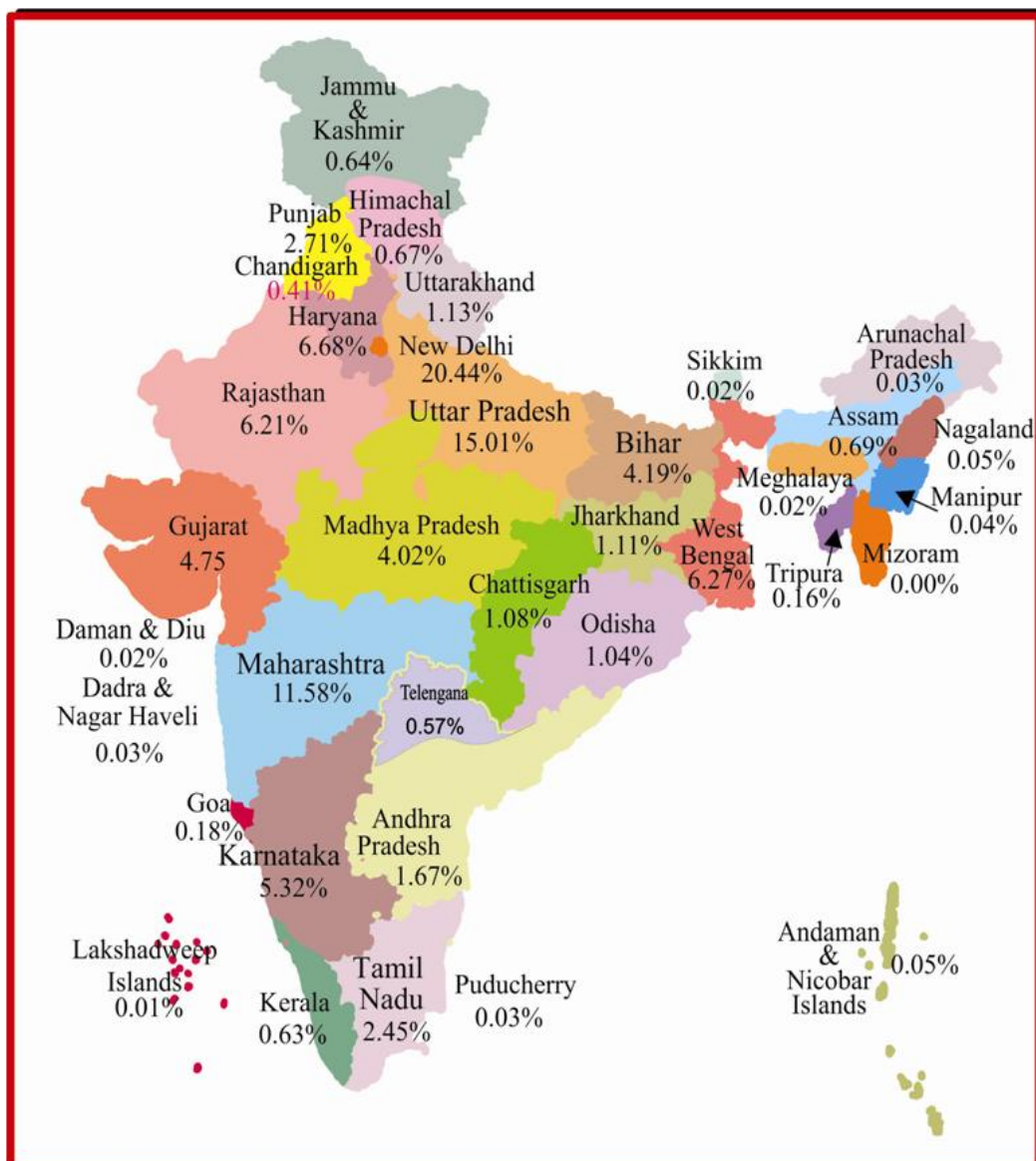


National Consumer Helpline – Nov 2014

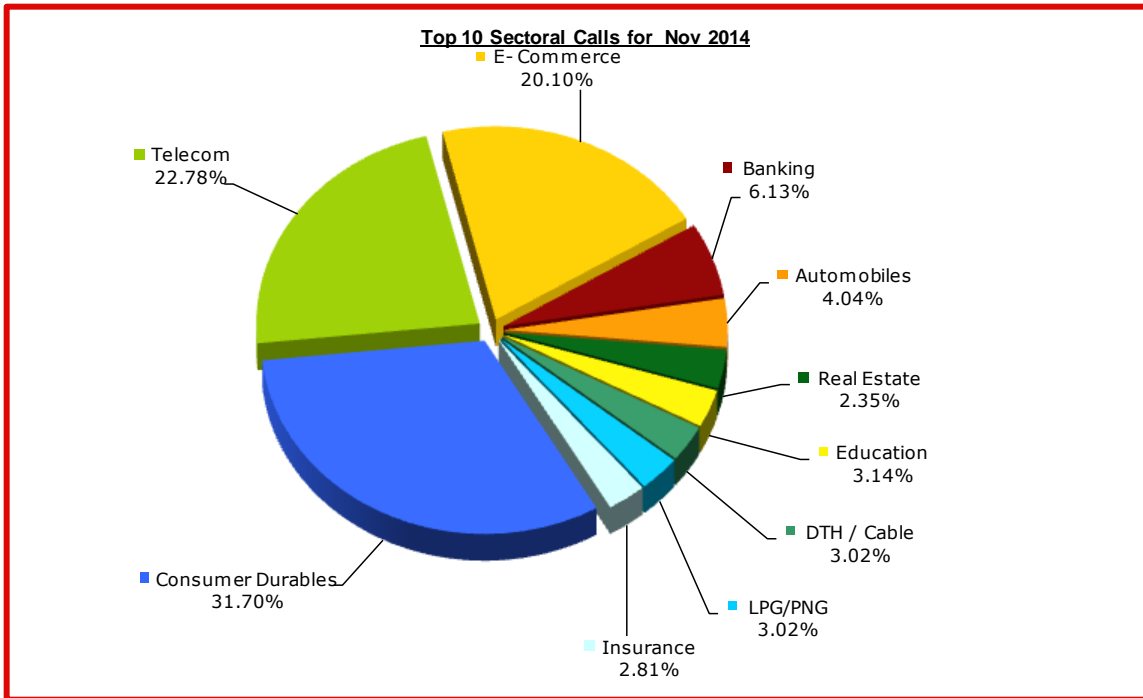
- In the month of November, National Consumer helpline handled 12303 calls, which includes complaints registered on NCH Website as well as sms received. Out of this, 8567 calls were handled at Toll free number, 698 outbound calls were made to sms received, and 3736 complaints were reported on NCH Website
- The NCH Website www.nationalconsumerhelpline.in has registered 2, 37, 426 hits.
- The maximum number of calls was from Delhi – 2515 calls, forming 20.44% of total calls. The rest of the top five states are Uttar Pradesh, Maharashtra, Haryana and West Bengal registering between 15% to 6% of total calls
- The 'Consumer Durables' sector contributed 23.12% of the calls i.e. 2844. Telecom continues to be at the second position at 16.61%. The rest of the top five sectors are 'E-commerce', 'Banking' and Automobiles, registering between 15% to 3% of total calls.
- The training organized every morning had 22 sessions on various topics.
- On the feedback on counseling services, Out of 143 respondents to the counseling services of NCH 73% have said that they are very satisfied and will recommend NCH counseling services to others.
- Responses to complaints/ feedback received for November 2014 are 2166. Out of this, 2021 complaints including pending complaints were responded to, by various companies under convergence. 145 consumers either called back on the helpline to inform that their complaint has been resolved or informed of the resolution of their complaint through email or calls.
- Feedback from complainants who have received a resolution from convergence companies and are satisfied average 81%.

STATE – WISE CALLS RECEIVED AT NCH

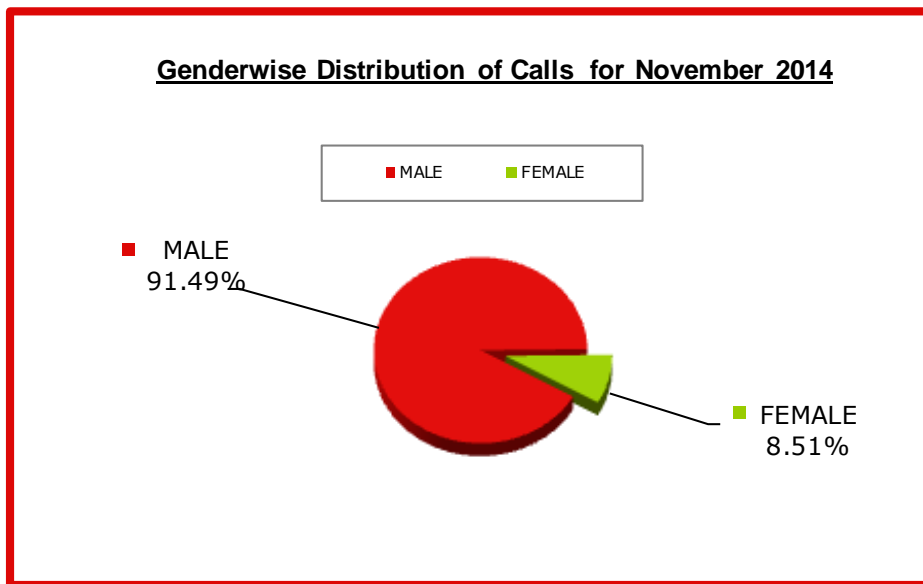


Top Ten States - Calls to NCH- November 2014			
S.No.	State	Calls	%Age of total calls
1	DELHI	2515	20.44
2	UTTAR PRADESH	1847	15.01
3	MAHARASHTRA	1425	11.58
4	HARYANA	822	6.68
5	WEST BENGAL	771	6.27
6	RAJASTHAN	764	6.21
7	KARNATAKA	654	5.32
8	GUJARAT	585	4.75
9	BIHAR	515	4.19
10	MADHYA PRADESH	494	4.02

SECTOR WISE CALLS TO NCH



GENDER WISE CALL DISTRIBUTION



The gender bifurcation of females calling NCH has shown an increase of 2%.

TRAININGS

To ensure quality is maintained, training is organized every morning for half an hour from 9 AM to 9:30 AM

Sector	No of Days	Topics Covered
Legal	6	Procedure followed at Consumer Forum, Right to Information Act, Execution of Order by Consumer Forum, Legal aspect in mediclaim cases, Inclusion of Telecon cases in Consumer Forum,
Banking	3	ATM Transactions, RBI Rules on ATM Usage
Railway	3	Railway Ticket & Refund Rules, Railway Luggage Rules
Quality Check & Data Capture	2	Feedback and suggestion on drafting of complaints and Inclusion of five new categories in the NCH CRM.
Insurance	2	Health Insurance portability and other complaints
Multiple Choice Test	2	Test on Banking and Consumer Protection Act 1986
Electricity	1	Role of Consumer Grievance Redressal Forum(CGRF) in Electricity companies
Medical Negligence	1	FAQs on medical Negligence
E-Commerce	1	Complaint handling in E-Commerce sector
Broadband	1	FAQs on Broadband
Total	22	

FEEDBACK ON COUNSELING SERVICES OF NCH

NCH initiated a feedback process to gauge the counseling services provided. Feedback helps in developing inputs for our training and functioning as it gives complainants perception. All complainants who have registered their email id receives a feedback questionnaire asking them to evaluate their experience of our service

Out of those who have replied, consumer satisfaction averages 4.03 out of 5 for the month of November, where 5 stand for very satisfied and 1 stands for extremely dissatisfied

	Was the NCH counsellor helpful and courteous?	The counselor listened to me effectively & understood my concern	The advise given to me was appropriate	I will /have take action on the advise given	I will/have recommended NCH to a friend or acquaintance who needs help
Yes	113	112	98	104	110
No	2	3	16	7	5
Not Specified	28	28	29	32	28

We concluded that 73% of complainants who have replied on feedback form, has said that they are very satisfied and will recommend NCH counseling services to others.

CONVERGENCE@ NCH

Month	Total Complaints Sent	Responses received	Redressal confirmed by Complainant directly at NCH
Nov 2014	2824	2021	145

Complaints sent/ accessed by convergence companies and responses received.

Resolution directly from complainant: 145 complainants have informed NCH that their problem has been solved.

COMPLAINANT'S RESPONSE ON RESOLUTION **BY CONVERGENCE COMPANIES**

NCH carried out a dipstick feedback to find out the satisfaction level of the complainants, after a company has responded to the problem. At NCH we randomly call up complainants to ascertain whether the feedback given by the company on the complaint is corroborated by the complainant. The last column shows that the resolution percentage in five sectors is given below as confirmed by the complainant themselves

Sector	No. of Responses Received	Complainant Contacted	Resolved	Not resolved	% of resolved
Product	197	80	64	16	80.00
Telecom	244	99	58	41	58.59
E-commerce	64	26	22	4	84.62
Banking	85	37	31	6	83.78
DTH/ Cable	24	10	10	0	100.00

CONSUMER DETRIMENT

Customer detriment can be defined as the negative outcomes for consumers relative to reasonable expectations. It can be financial or no financial, and at NCH, we consider only the direct, measurable financial loss in specific sectors for fresh complaints. For the month of Nov 2014, consumer detriment was estimated for 3502 docketts at Rs. 22, 67,09,651.

Sr. No	Sector /Category	No of Docketts	Total Detriment Value (Rs.)	Average Detriment Value (Rs.)	No. of Complaints received	Extrapolated Detriment Value (Rs.) (Average Detriment X no of complaints received
1	Real Estate	12	20320955	1693413	104	176114943
2	Automobiles	24	4433403	184725	138	25492067
3	Consumer Durables	726	7530649	10373	992	10289812
4	Education	16	455790	28487	119	3389938
5	E-Commerce	333	1996362	5995	546	3273315
6	Banking	43	513800	11949	214	2557051
7	Travel & Tours	9	446394	49599	30	1487980
8	Placement Agency	43	786241	18285	63	1151934
9	Health Insurance	2	89755	44878	25	1121938
10	Medical Negligence	5	84350	16870	31	522970
11	Airlines	5	56292	11258	22	247685
12	Electricity	2	8500	4250	58	246500
13	Postal	30	64632	2154	108	232675
14	Telecom	215	61643	287	672	192669
15	DTH / Cable	2	3450	1725	71	122475
16	Packers & Movers	1	14845	14845	6	89070
17	LPG/PNG	10	4372	437	128	55962
18	Courier /Cargo	20	28637	1432	36	51547
19	Railways	4	4975	1244	22	27363
20	Weights & Measures	45	15451	343	75	25751
21	Food	9	2316	257	35	9007
22	Drugs & Cosmetics	1	1000	1000	7	7000
	Total	1557	36923811	23715	3502	226709651