

National Consumer Helpline



Centre for Consumer Studies, Indian Institute of Public Administration,
Indraprastha Estate, Ring Road, New Delhi-110002

Summary Report – September 2017



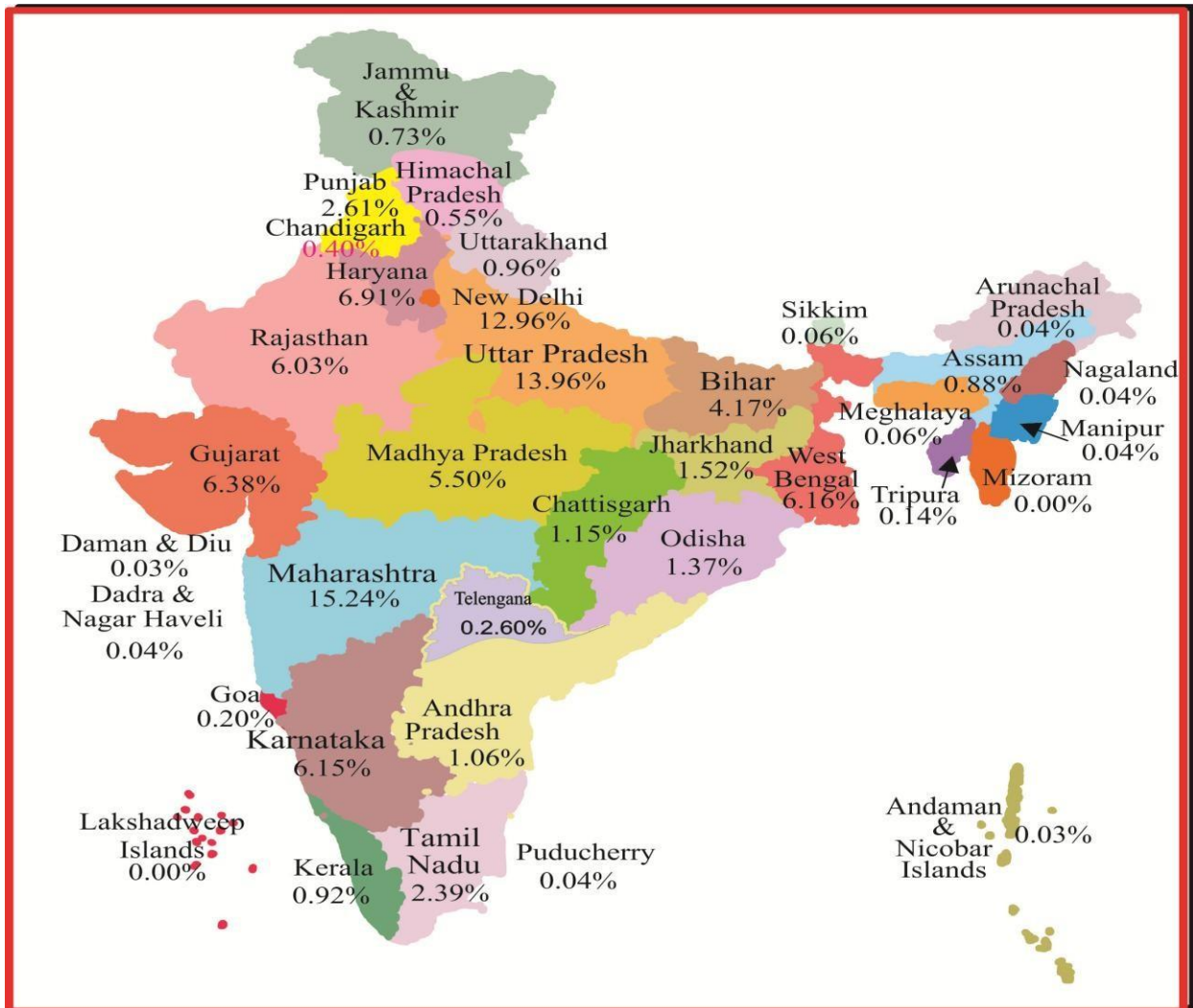
A Public Service Project sponsored by Dept .of Consumer Affairs,
Government of India

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

National Consumer Helpline – September 2017

- In the month of September 2017, National Consumer helpline registered 37,691 dockets. Out of 37,691 dockets, 25362 complaints were handled at Toll free telephone numbers, 1,068 complaints were registered by outbound calls to SMS received, 10,744 complaints were reported on the Website. 88 complaints reported through “**Consumer App**” from 1st to 12th Sept. 2017 and from 13th September the App is under maintenance as confirm by NIC.
- On the webchat front, from 1th September to 30th September 2017, 2669 users queries were handled. On an average, 121 users are contacting NCH per day. The web chat was not functional on 13th to 14th September 2017. The average count of enquires on web chat has dropped in the second half of the month.
- The NCH Website www.nationalconsumerhelpline.in has registered a hit count of 2,23,280 during the month.
- Region wise, the maximum numbers of complaints registered were – Maharashtra 5,745 calls, forming 15.24% of total dockets made. Among the top five states are Uttar Pradesh, Delhi, Gujarat and West Bengal registering between 13.96% to 6.16% of total dockets. Delhi is at the third position. This month West Bengal state comes at 5th position instead of Rajasthan state which in earlier month was on this position
- Sector wise, the ‘**e-Commerce**’ sector contributed the highest number of complaints– 18% of the total dockets made i.e. 6867. „**Telecom**’ Sector was at second position with 14% of the total dockets. The rest of the top five sectors are ‘**Consumer Electronics**’, „**Banking**’ and ‘**Consumer Durables**’ registering 8%, 8% and 5% respectively of total dockets registered.
- In the „Continual Consumer Education” series every morning, 24 sessions on various consumer related topics was held.
- **Convergence**–16,654 complaints were registered for Convergence companies and 8,428 responses were received from them, the response is at 50.6%, within the month.
- **Responses from complainants (User Review)**: Complainants have posted 425 user remarks on the portal. In 385 cases, consumers have confirmed that their problem was resolved, accounting for 90.5% of the total responses.
- **Public/Consumer Feedback**: There were 24 direct feedback on the website out of which, 5 consumers were dissatisfied with the company response, delay in response received were 8, satisfied with company response/advice were 2, Suggestions were 5 and Complaints were 4. 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**: 380 emails were received from Department of Consumer Affairs, out of which 157 complaints were registered on INGRAM. 32 letters were received by post, out of which 25 have been replied.
- **CPGRAMS**: 766 complaints were received and 494 replied include August complaints and September complaints.

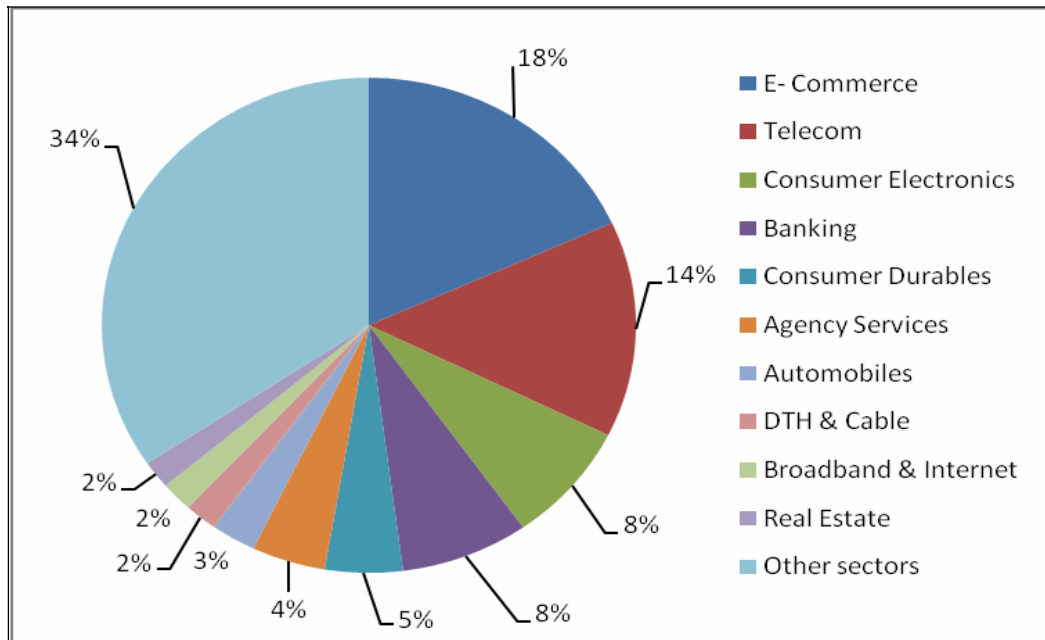
State wise complaints received at NCH



Top 10 states's Complaints			
S.No.	State	Complaints	Percentage of Complaints
1	MAHARASHTRA	5745	15.24
2	UTTAR PRADESH	5262	13.96
3	DELHI	4883	12.96
4	GUJARAT	2404	6.38
5*	WEST BENGAL	2321	6.16
6	KARNATAKA	2318	6.15
7	RAJASTHAN	2273	6.03
8	HARYANA	2103	5.58
9	MADHYA PRADESH	2074	5.50
10	BIHAR	1571	4.17

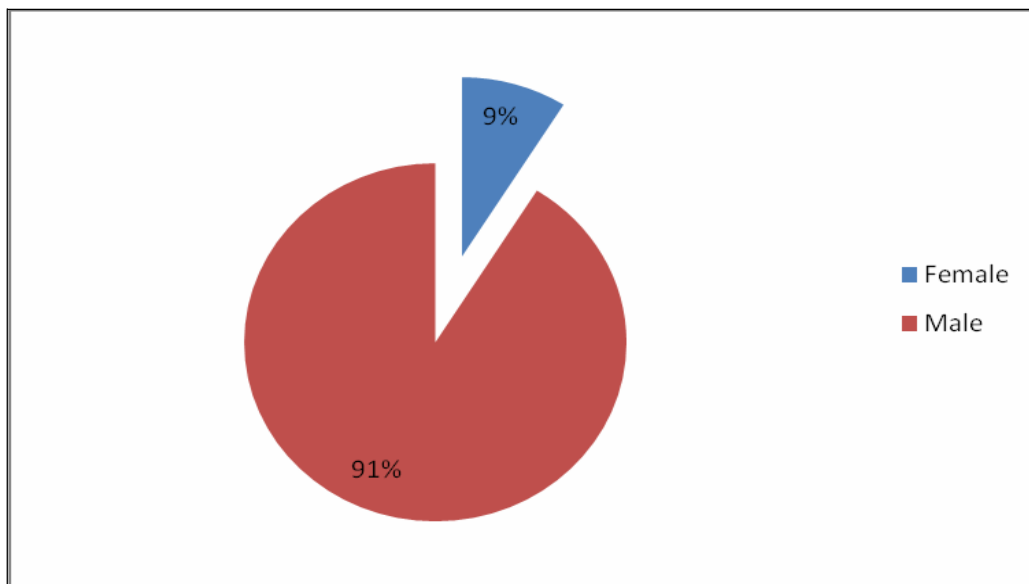
*West Bengal has appeared in the top 5 states for the first time.

Sector- wise Complaints



*Others' sector includes 10% General enquiries and non CPA Complaints

Gender Wise Calls



Continual Consumer Education

DATE	Sector	DESCRIPTION
1st Sept 2017	Social Media outreach of the Dept. of Consumer Affairs	Twitter, Facebook & Instagram
4th Sept 2017	General	Suggestion on CCE topics for the month
5th Sept 2017	GST	Type of Complaints being received
6th Sept 2017	Non Life Insurance	Travel Insurance
7th Sept 2017	Non Life Insurance contd.	Travel Insurance
8th Sept 2017	Legal Metrology	Working of a Platform scale – the science behind
9th Sept 2017	Team Management	Administration, Rules and Regulations
11th Sept 2017	Food	Audit observations on complaints taken
12th Sept 2017	Labeling rules for packaged products	A brief on the Project work undertaken for customer care numbers
13th Sept 2017	Draft for taking complaints - various sectors	Probing for Information
14th Sept 2017	Misleading Advertisements	GAMA & ASCI Website
15th Sept 2017	NBFC	Company Deposits Grievance Redressal
16th Sept 2017	Non Life Insurance	Health Insurance – Grievance Redressal & porting issues
18th Sept 2017	Airlines	Airlines type of Complaints
19th Sept 2017	Banking	Nature of complaints - as updation for INGRAM
20th Sept 2017	Banking contd.	Nature of complaints - as updation for INGRAM contd.
21st Sept 2017	General Insurance	Health Insurance - Redressal of porting issues
22nd Sept 2017	Internet & Digital safety	Navigate the microsite
23rd Sept 2017	Legal Metrology	Legal Metrology
25th Sept 2017	EPFO	Complaint Redressal and Process
26th Sept 2017	Railways	IRCTC Website - Refund rules
27th Sept 2017	Railways contd.	IRCTC Website - Refund rules contd.
28th Sept 2017	Report	August 2017 Monthly Report
29th Sept 2017	E-commerce	Emerging complaints

Complaints Received - SMS

Month	SMS		
	Total SMS Received	Total Unique SMS Received	Dockets made in INGRAM (excludes repeat docket and Already spoken earlier)
Sept. 2017	3026	1908(63%)	1,068(56%)

INGRAM Grievance Redressal@ NCH

Month	Convergence Companies		Non Convergence Companies	
	Total Complaints Received	Responses received	Total Complaints Received	Disposed / Action taken(email sent)
Sept. 2017	16, 654	8428 (50.6%)*	12,896	12,896

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

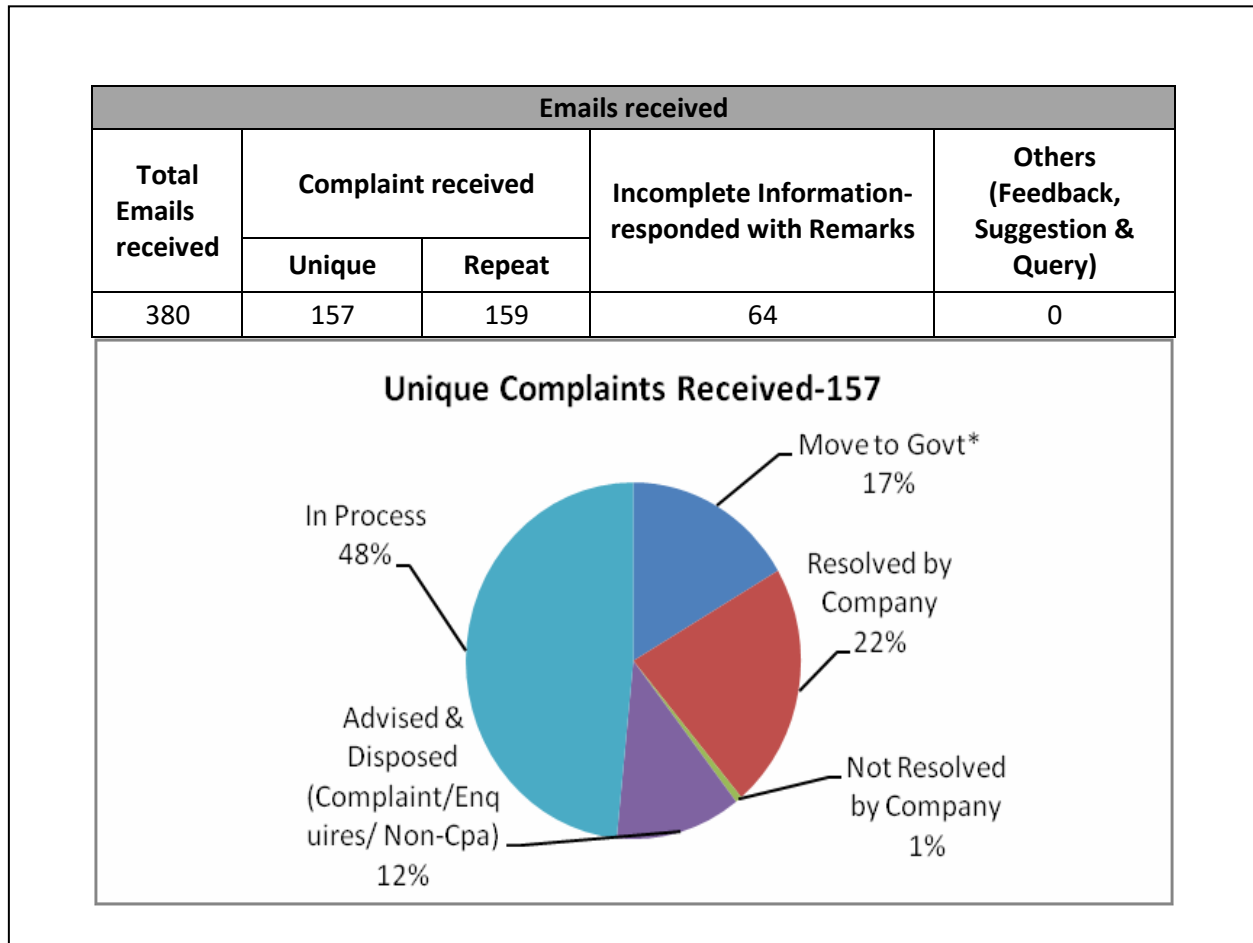
Complaints Received – Letters from DCA

Month	Letters	
	Total Complaints Received	Disposed
Sept. 2017	32	25

* Remaining 7 dockets are in process

Status of Complaints Received on Consaff Twitter Handle

No of actual Complaints received	Repeat Complaints	No of Unique complaints Dockets registered	Complaints moved to nodal officers of Govt.	Complaints resolved By Company/Govt.			Complaints in process	Disposed – Non CPA/ Not resolved
				Conver gence	Non-Converg ence	Govt. Dept.		
40	7	33	4				10	3
				14	1	1		

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 September 2017 is as under

Name of Organization	Grievance(s) Received for month of September 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
NCH	374+392 =766	494	272	154	87	31	0
Pendency Based On Diary Date*		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
		96	130	68	2	0	5

NCH Web Chat Report

Date	Days	No of Chats User
1-Sep-17	Friday	249
4-Sep-17	Monday	174
5-Sep-17	Tuesday	251
6-Sep-17	Wednesday	235
7-Sep-17	Thursday	247
8-Sep-17	Friday	254
9-Sep-17	Saturday	235
11-Sep-17	Monday	222
12-Sep-17	Tuesday	238
15-Sep-17	Friday	58
16-Sep-17	Saturday	44
18-Sep-17	Monday	46
19-Sep-17	Tuesday	70
20-Sep-17	Wednesday	49
21-Sep-17	Thursday	50
22-Sep-17	Friday	17
23-Sep-17	Saturday	35
25-Sep-17	Monday	51
26-Sep-17	Tuesday	48
27-Sep-17	Wednesday	22
28-Sep-17	Thursday	42
29-Sep-17	Friday	32
Total		2669

*On13th & 14th September 2017, Chat was not operational because of INGRAM updation.

The average numbers of enquires have dropped in the second half of the month.

GST Report

In the September month, 738 docket of GST complaints & queries have been registered out of which 64 Complaints were pertaining to GST and rest were either disposed or moved to concerned department by NCH.

GST Nature of Complaints	No of Complaints	%age
General Enquiry	9	14
Consumer - Charging GST but not providing bill/GSTN No.	15	23
Consumer - Charging higher than GST Slabs	22	34
Consumer - Charging more than MRP in name of GST	3	5
Consumer - Charging Service charge /VAT	7	11
Consumer - in bill charging GST & VAT both	4	6
Trader - enquiry regarding tax input credit	1	2
Trader - Registration/Cancellation/ correction for GST	3	5
Total	64	100

