

National Consumer Helpline



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Summary Report – July 2016



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

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

Website: www.nationalconsumerhelpline.in

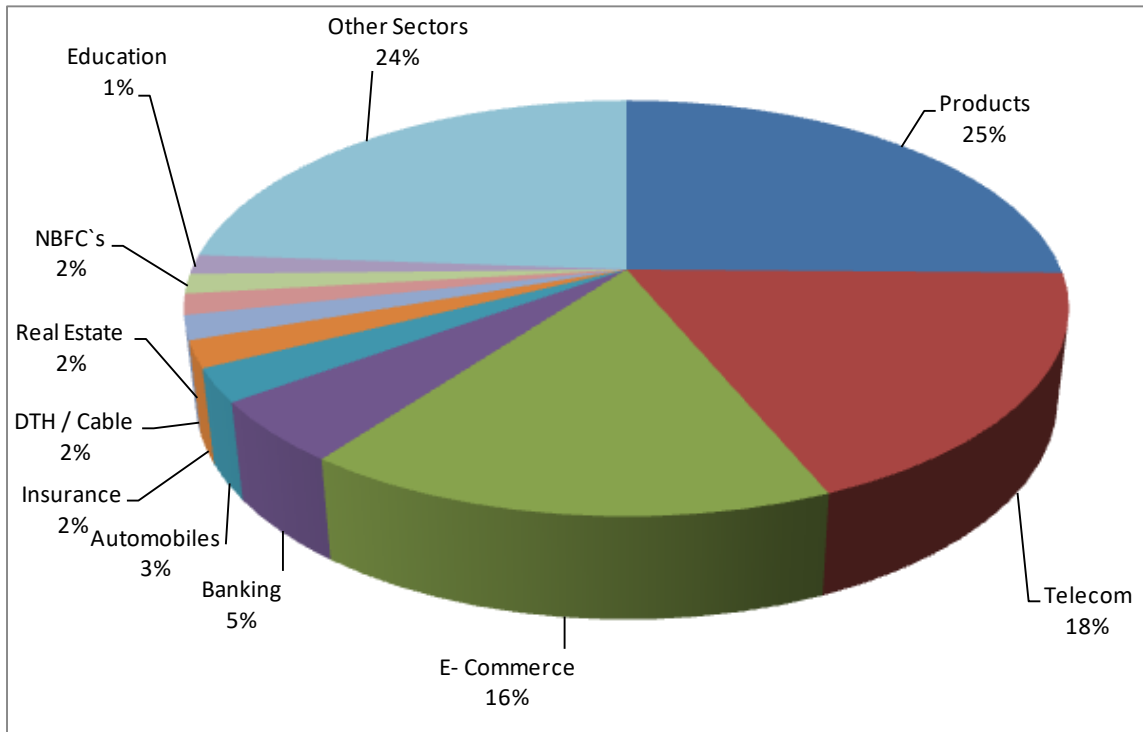
National Consumer Helpline – July 2016

- In the month of July 2016, National Consumer helpline handled 19,040 calls, which includes complaints registered on NCH Website as well as sms received. Out of this, 14, 078 calls were handled at Toll free number, 1223 outbound calls were made, and 4962 complaints were reported on NCH Website against various companies.
- The NCH Website www.nationalconsumerhelpline.in has registered 5, 64, 883 hits during the month
- The maximum numbers of calls were from Uttar Pradesh – 2897 calls, forming 15.22% of total calls. The rest of the top five states are Delhi, Maharashtra West Bengal and Rajasthan registering between 15% to 7% of total calls.
- The ‘Product’ sector contributed the highest 25.26% of the calls i.e. 4809. ‘Telecom’ Sector was at second position with 18.46% of the total calls. The rest of the top five sectors are ‘e-commerce’, ‘Banking’ and ‘Automobiles’ registering between 16% to 3% of total calls. Normally, during these months ‘Product’ complaints rise because of non-servicing of A/Cs and refrigerators.
- 25 sessions on various topics were held in the ‘Continual Consumer Education’ series every morning.
- Feedback on counseling services averaged a score of 4.15 out of 5. Out of 152 respondents, 70% have said that they are very satisfied and will recommend NCH counseling service to others.
- Convergence - Responses to complaints/ feedback received for July 2016 are 7308 Out of this, 7145 complaints were responded to, by various companies under convergence and response percentage stands at 89%. 163 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.
- Downtime of PRI line and IT infrastructure was 2 hours. 20 minutes (working time) during the month.

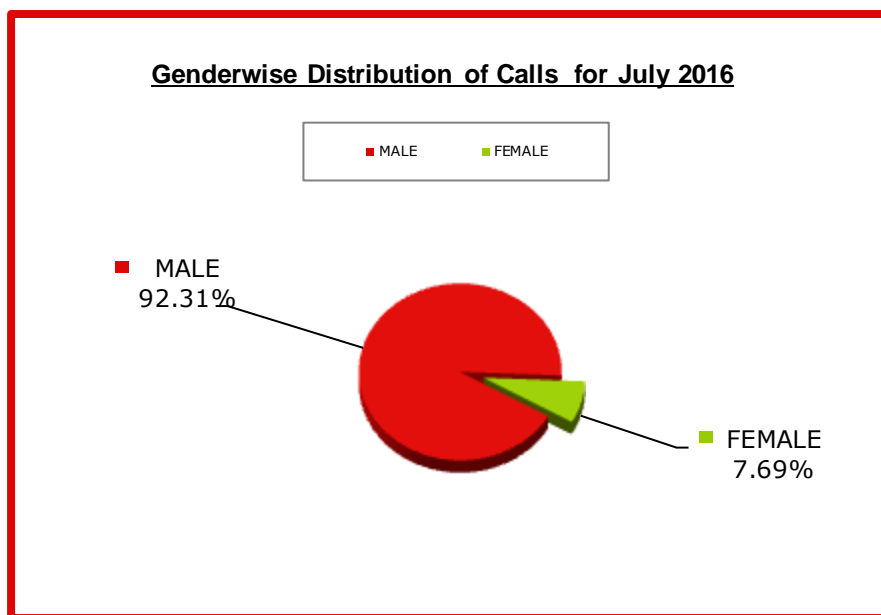
STATE – WISE CALLS RECEIVED AT NCH

Geographical Distribution of Calls for July 2016			
S.No.	State	Count	%Age
1	UTTAR PRADESH	2897	15.22
2	DELHI	2783	14.62
3	MAHARASHTRA	2405	12.63
4	WEST BENGAL	1427	7.49
5	RAJASTHAN	1245	6.54
6	HARYANA	1219	6.40
7	GUJARAT	1107	5.81
8	MADHYA PRADESH	1042	5.47
9	KARNATAKA	935	4.91
10	BIHAR	808	4.24
11	PUNJAB	473	2.48
12	TAMILNADU	413	2.17
13	ANDHRA PRADESH	287	1.51
14	JHARKHAND	276	1.45
15	CHHATTISGARH	259	1.36
16	UTTRAKHAND	255	1.34
17	ODISHA	250	1.31
18	TELANGANA	227	1.19
19	KERALA	157	0.82
20	ASSAM	130	0.68
21	HIMACHAL PRADESH	123	0.65
22	CHANDIGARH	114	0.60
23	JAMMU & KASHMIR	83	0.44
24	GOA	35	0.18
25	TRIPURA	29	0.15
26	DADRA & NAGAR HAVELI	9	0.05
27	MEGHALAYA	9	0.05
28	ANDAMAN NICOBAR	9	0.05
29	SIKKIM	9	0.05
30	NAGALAND	7	0.04
31	PUDUCHERRY	4	0.02
32	MANIPUR	4	0.02
33	DAMAN & DIU	4	0.02
34	ARUNACHAL PRADESH	2	0.01
35	MIZORAM	1	0.01
36	Not Identified/ Abroad	3	0.02
Grand Total		19040	100.00

SECTOR- WISE CALLS



GENDER WISE CALLS



CONTINUAL CONSUMER EDUCATION

To ensure that high 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
Quality	6	Call Audit Observation with Docket no & voice calls by sector expert and Supervisor. Observation on Convergence companies data capture, Consumer Detriment, NCH Script Consumer Satisfaction Index, & Report from Dialer
Insurance	4	Mobile Insurance - TPA, Primary Insurer and Insurance Ombudsman. Claim Settlement in Motor Vehicle Insurance. Group Insurance-Concept, benefits and grievance redressal
General & Consumer Insight	3	General Discussion on Training required, Consumer Insight on the pulse of market place, new product and information on consumer & retail segment
NBFCs	2	Complaint Hierarchy & Timelines in NBFCs. Gold Loans and procedure of availing this loan
RTI	2	Rules and Regulations in RTI and Filing of Online application.
Airlines	2	Airlines Rules for Passengers and Baggage and role of DGCA
Misleading Ads	1	Misleading Advertisement and role of GAMA Portal of Govt. of India
Banking	1	Self Help Groups- its role as a vehicle for Rural Finance
Telecom	1	Quality of Service (QoS) for Telecom and Broadband Services
Real Estate	1	Concepts- Property Dealer, Builder, Govt housing etc in Real Estate
Provident Fund	1	Rules & Regulations of Employee Provident Fund
Railway	1	Refund Rules of Railway
Total		25

FEEDBACK ON COUNSELING SERVICES OF NCH

The feedback on services by NCH is evaluated to gauge the counseling services provided. Feedback helps in getting inputs for training and operations, as it gives the complainants perception. All complainants who have registered their email id during the course of the call receives a questionnaire asking them to evaluate their experience of our service

	Was the NCH counsellor helpful and courteous?	The counselor listened to me effectively & understood my concern	The advice given to me was appropriate	I will /have take action on the advice given	I will/have recommended NCH to a friend or acquaintance who needs help
Yes	107	107	104	106	107
No	1	1	4	2	1
Not Specified	44	44	44	44	44

Out of 152 consumers, who have replied, consumer satisfaction averages 4.15 out of 5 for the month of July 2016, where 5 stand for very good and 1 stands for extremely dissatisfied

70% of complainants, who have given this feedback, have said that they are very satisfied and will recommend NCH counseling services to others.

GRIEVANCE REDRESSAL@ CONVERGENCE

	Convergence Companies		Non Convergence Companies
Month	Total Complaints Sent	Responses received	Resolution confirmed by Complainant directly at NCH
June 2016	8027	7145	163

CENTRALIZED PUBLIC GRIEVANCE REDRESS AND MONITORING SYSTEM (CPGRAMS)

Complaints are forwarded to NCH through PG Portal www.pgportal.gov.in . The status of complaints received in the month of July 2016 is as under:

No. Complaints Received	Not Pertaining to NCH	Closed	Pending (0- 15 days)

