



ACTIVITY REPORT FOR FEBRUARY 2012



STATE CONSUMER HELPLINE

4TH FLOOR, EZHILAGAM,
CHENNAI – 600005

Phone: **044 – 28592828**

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schtamilnadu@gmail.com

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TANSSCOPE, Civil Supplies & Consumer Protection
Department. Government of Tamil Nadu

Foreword

Monthly activity report of February 2012, the 28th report of State Consumer Helpline Chennai is placed for the judgment of our valued consumers. SCH is proud that we are achieving the vision and goal we aimed at by resolving the consumer's grievances.

SCH sincerely struggles to improve the performance during the days ahead for the service of the consumers.

The Activity Report reflects on the performance and the achievements of SCH during February 2012.

SCH solicits the continued cooperation and patronage from all stake holders and invites suggestions / positive criticisms for improvement.

Yes,

SCH will collectively "MAKE IT HAPPEN" in a better way.

TNSCH Chennai
TANSCOPE, Dept of CS&CP
Government of TamilNadu

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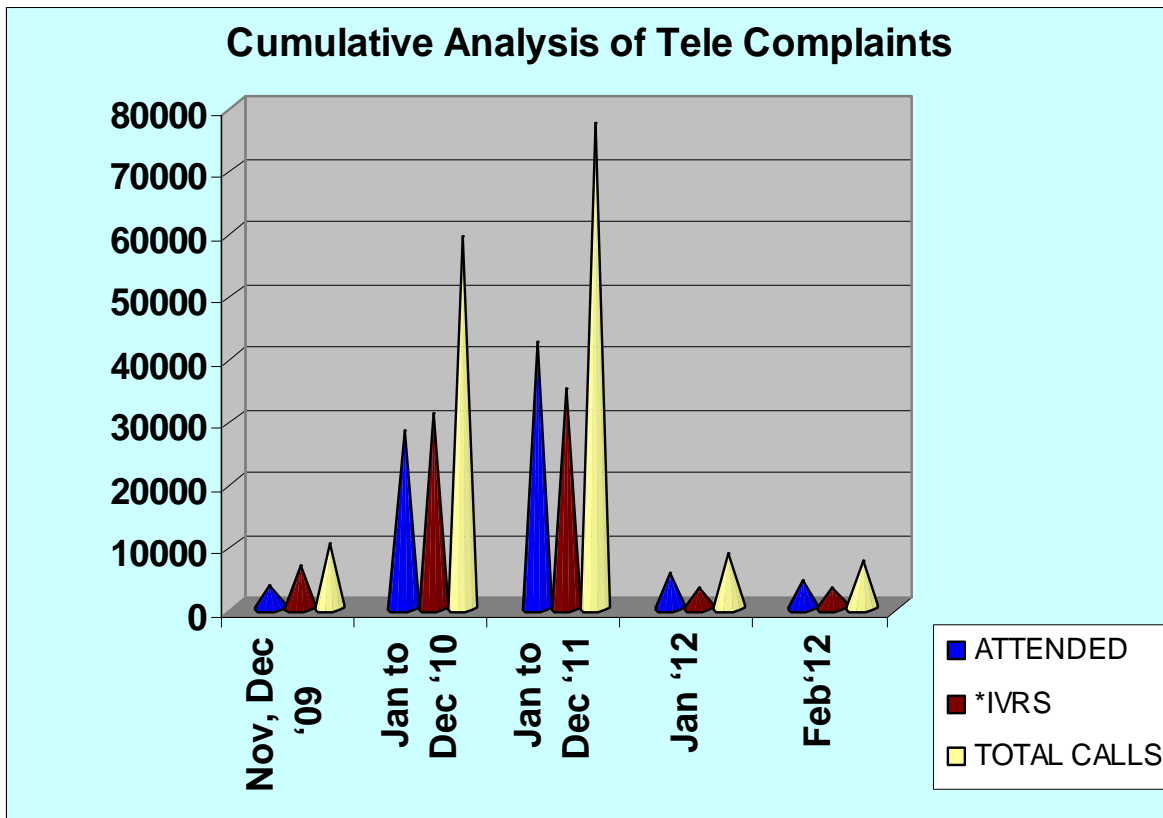
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1. Cumulative Analysis of Tele Complaints:

(2/11/2009 to 29/02/2012)

YEAR	ATTENDED	*IVRS	TOTAL CALLS
Nov, Dec '09	3646	6622	10268
Jan to Dec '10	28347	30897	59244
Jan to Dec '11	42547	34785	77332
Jan '12	5384	3209	8593
Feb'12	4347	3239	7586
TOTAL	84271	78752	163023

*Interactive Voice Response System



2. Cumulative – Sector wise Comparison:

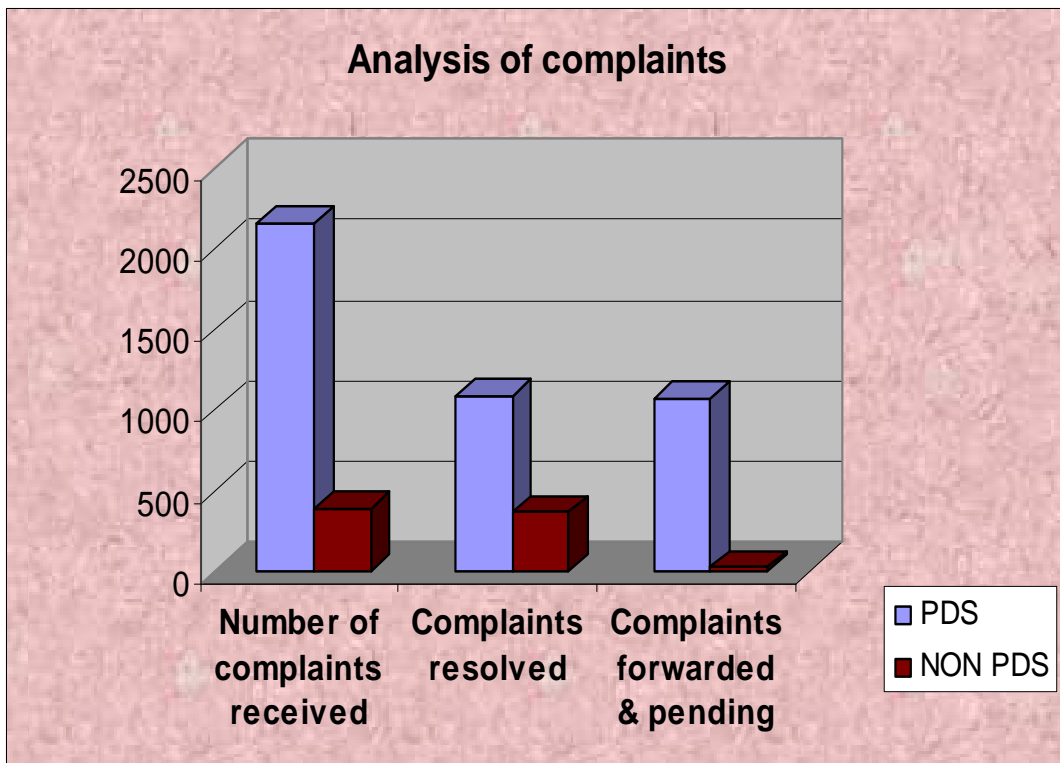
(Tele Complaints, e-mail and written complaints integrated by creating Docket numbers)

Year 1	IVRS on PDS 2	Enquiry Call 3	PDS Docket No. Created 4	Non PDS				Total (2+3+4 +5)
				5 (a) Services	5 (b) Products	5 (c) Unrelated	5(a+b+c) Total	
2009 Nov, Dec	6622	1122	3893	758	152	217	1127	12764
2010 Jan to Dec	30897	4188	15490	3929	671	891	5491	56066
2011 Jan to Dec	34785	14758	24709	2550	675	537	3762	78014
Jan 2012	3209	2924	2202	154	53	51	258	8593
Feb 2012	3239	2300	1653	270	52	72	394	7586
TOTAL	78752	25292	47947	7661	1603	1768	11032	163023
Resolved	78752	25292	42501	7639	1595	1768	11002	157547
Pending	0	0	5446	22	8	0	30	5476
% of Pendency	-	-	11.35%	-	-		0.27%	-

- **IVRS Interactive Voice Response Systems**

3. Analysis of complaints: Feb 12

Telephone & Mail Complaints			
Type	Number of complaints received	Complaints resolved	Complaints forwarded & pending
PDS	1653	583	1070
NON PDS	394	367	27
Total	2047	950	1097

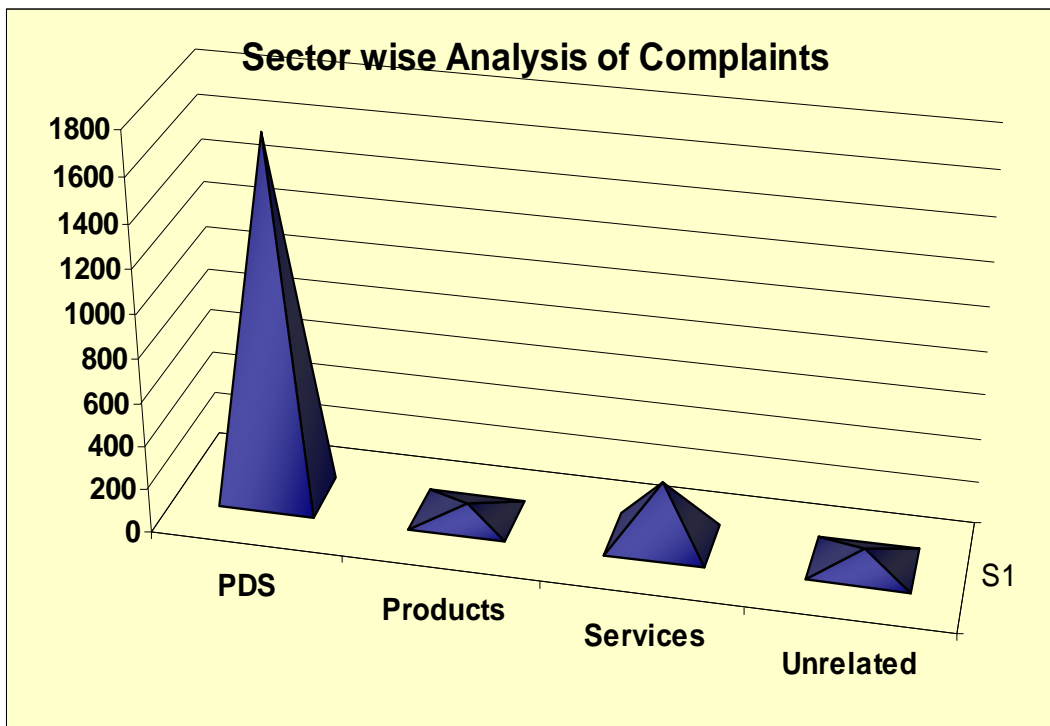


4. Sector wise Analysis of Complaints: Feb 12

S. no	Sector	No. of Complaints (For which Docket Number created)	Percentage %
1	PDS	1653	84%
2	Products	52	2%
3	Services	270	11%
4	Unrelated	72	3%
5	Total	2047	100%

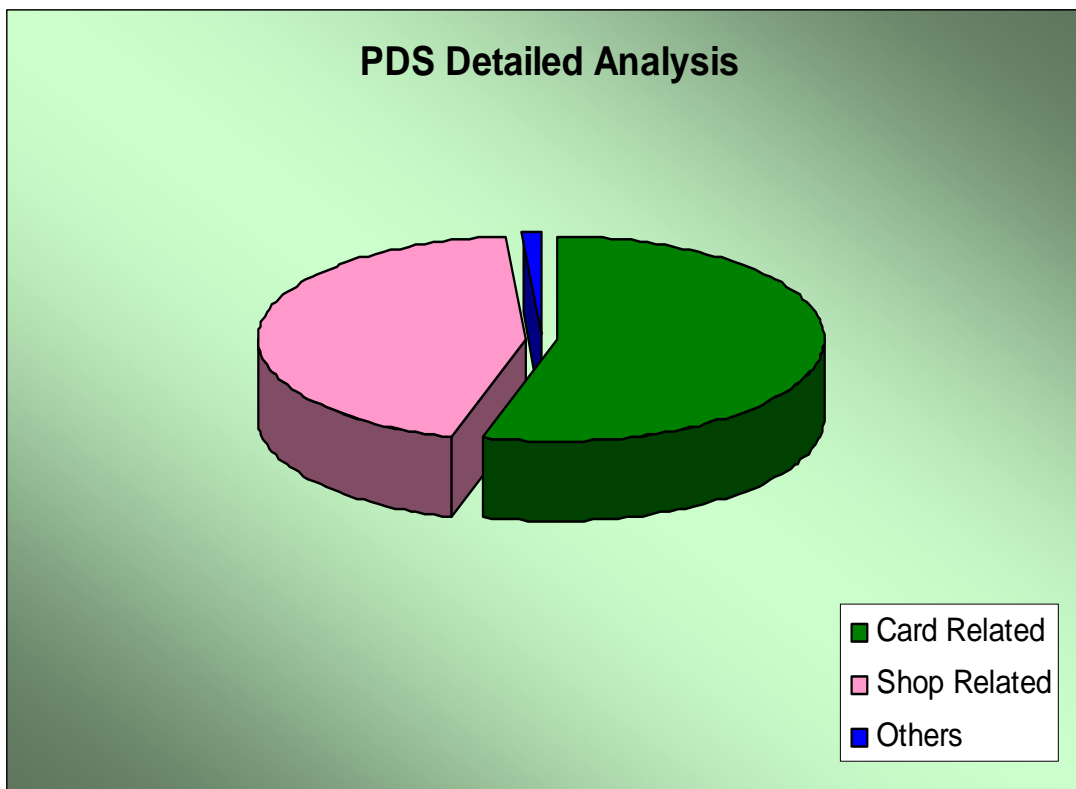
*Total Calls attended – Enquiry Calls = Docket No. created

4347 – 2300 = 2047



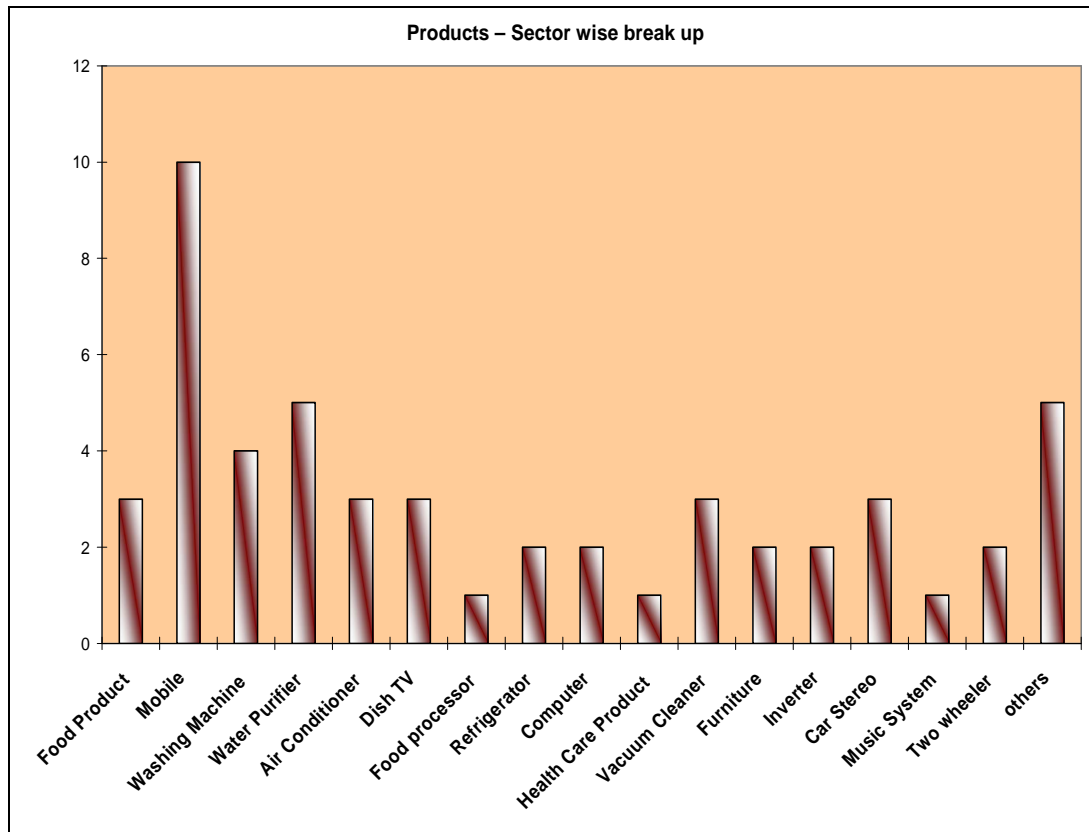
5. PDS Detailed Analysis: Feb 12

S. No	PDS Details	No. Of Complaints
1	Card Related	899
2	Shop Related	737
3	Others	17
	Total	1653



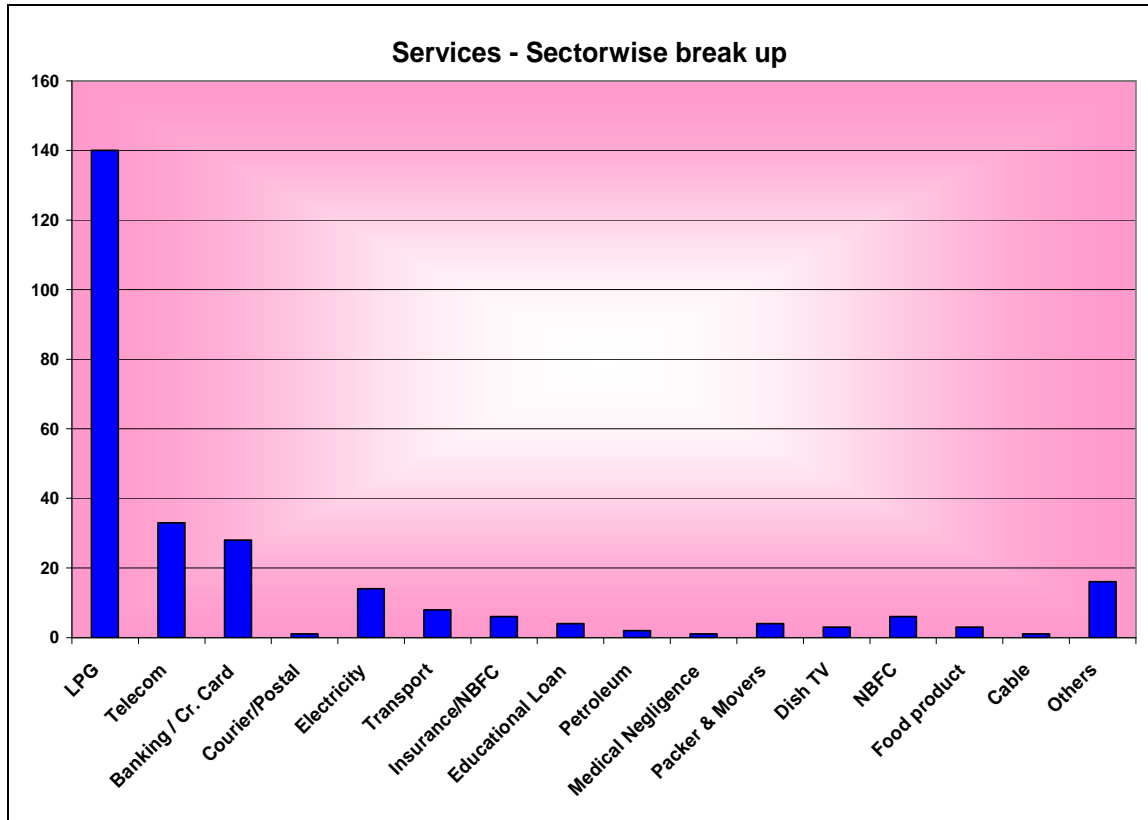
6. Products – Sector wise break up: Feb 12

<i>Product</i>	<i>Nos</i>	<i>Contd.</i>	<i>Nos</i>
Food Product	3	Health Care Product	1
Mobile	10	Vacuum Cleaner	3
Washing Machine	4	Furniture	2
Water Purifier	5	Inverter	2
Air Conditioner	3	Car Stereo	3
Dish TV	3	Music System	1
Food processor	1	Two wheeler	2
Refrigerator	2	others	5
Computer	2	Total	52



7. Services - Sectorwise break up: Feb 12

Services	Nos	Contd.	Nos
LPG	140	Medical Negligence	1
Telecom	33	Packer & Movers	4
Banking / Cr. Card	28	Dish TV	3
Courier/Postal	1	NBFC	6
Electricity	14	Food product	3
Transport	8	Cable	1
Insurance/NBFC	6	Others	16
Educational Loan	4		
Petroleum	2	Total	270



8. Daily Call analysis: Feb 12

Date	IVRS Calls	Attended Calls	Total Calls
01/2/2012	120	142	262
02/2/2012	48	162	210
03/2/2012	88	137	225
04/2/2012	92	127	219
05/2/2012(Sunday)	16	67	83
06/2/2012	54	202	256
07/2/2012	217	205	422
08/2/2012	88	199	287
09/2/2012	106	173	279
10/2/2012	202	153	355
11/2/2012	68	68	136
12/2/2012(Sunday)	14	68	82
13/2/2012	79	199	278
14/2/2012	72	202	274
15/2/2012	104	201	305
16/2/2012	244	191	435
17/2/2012	166	218	384
18/2/2012	84	111	195
19/2/2012	Sunday		
20/2/2012	307	143	450
21/2/2012	131	134	265
22/2/2012	115	224	339
23/2/2012	125	224	349
24/2/2012	120	152	272
25/2/2012	84	97	181
26/2/2012	Sunday		
27/2/2012	197	186	383
28/2/2012	114	226	340
29/2/2012	184	136	320
Total	3239	4347	7586

9. Visitors:

DATE	NAME	ADDRESS	PURPOSE
07/02/12	K.RAJENDRAN	Shastri Bhavan, Chennai	Complaint Reg
09/02/12	T.SARAVANAN	Attayampatty, Salem	Complaint Reg
18/02/12	NANDHAKUMAR	Kundu Salai, Cuddalore	Complaint Reg
21/02/12	VIJAYAKUMAR	Chennai.	Complaint Reg
28/02/12	GNANAPATHY	Nanganallur, Chennai-114	Complaint Reg

10. Consumers' Appreciations / Responses:

<p>Subject: <ramgopalj@gmail.com> From: consumer@tn.gov.in Date: Sun, February 5, 2012 10:02 am To: sch@tn.gov.in</p>
<p>Dear Sir,</p> <p>I am a regular viewer of your program on the consumer awareness (telecasted in Podhigai TV) and i think words are not enough to appreciate the small / short episode in bringing awareness to public.</p> <p>I daily watch this program without fail and the message that is conveyed is very useful and my heartfelt congratulations to this program.</p> <p>I would also like to see this program to continue for many more days and it would be also great if it covers not only about consumer awareness but also to more areas like general issues, road safety , cleanliness , obeying traffic rules etc etc ..</p>

Also my humble suggestion is to rope in Leading cine stars to act in this episodes like this so that it gets more mileage as our society accepts good messages when it conveyed by cine stars even more than parents / friends or relatives. Please also extend this program to be telecasted in other TV channels also.

Wishing you all the best for your endeavors

Regards
Ramgopal J

Subject: [Fwd: Thevaiketra Nugarvu - clips]

From: consumer@tn.gov.in

Date: Sun, February 5, 2012 10:04 am

To: sch@tn.gov.in

Vanakkam,

I am K.Muthukrishnan, viewer of podhigai thamizh channel.
I have interest on consumer awareness programs.
I used to watch your awareness program "Thevaiketra Nugarvu". It is really nice. I appreciate your efforts on consumer awareness.
I request you to put those video clips in your website or kindly send to me

Subject: Re: [Fwd: Re: Consumer Complaint Docket Number:37367]

From: "cpv subramanian" <cpv_klce@yahoo.com>

Date: Wed, February 8, 2012 6:08 pm

To: "sch@tn.gov.in"

Dear sir,

At the outset I am extremely sorry for not replying in time.
I was out of city, I returned only today, hence the delay in replying
Once again I am sorry for the same.

The Telebuy Sky shop pvt., Ltd., have refunded the full amount of Rs.9,000/- after taking back the product.

I am highly thankful to your good office for your prompt and effective action.

I am very happy to record my view that your services of great value especially to retired persons like me.

THANKS A LOT FOR YOUR YEMEN SERVICE.

C.P.VENKATASUBRAMANIAN
(Retired from S.B.I.)

Subject: [Fwd: Re: Consumer Complaint Docket Number:38193]
From: consumer@tn.gov.in
Date: Fri, February 17, 2012 10:38 am
To: sch@tn.gov.in

yes. I got the fund after long struggling.

Subject: Re: REMINDER - 4 - About my New Ration Status.Reg
From: "prabudoss.kv doss" <prabudoss.kv@gmail.com>
Date: Sat, February 18, 2012 7:14 pm
To: dso.kpm@tn.gov.in

Respected Sir's

Good Evening.

Please refer the below mail for your kind reference.

As per your mail confirmation yesterday Evening we have collected new Ration Card from Sriperumbudur TSO Office.

We are saying lot of thanks to Everyone.

Have a Nice Day

Subject: Re: [Fwd: Re: pls help Reg online shopping]
From: "siva s" <hai2siva@gmail.com>
Date: Fri, February 24, 2012 5:41 pm
To: sch@tn.gov.in

Sir

i got correct delivery today only tks a lot

Regards

siva

Subject: Re: Consumer Complaint Docket Number:38762
From: "hema Latha" <hema.pink@yahoo.com>
Date: Wed, February 22, 2012 1:55 pm
To: sch@tn.gov.in

Dear Sir/Madam

Thank you for Your response to mail

Subject: RE: State Consumer Helpline - Consumer Complaint Docket
Number:37751 -mail dated 04/02/2012]]

From: "Ramesh Venkatasamy" <ra_four@hotmail.com>

Date: Sat, February 25, 2012 5:49 pm

To: "Consumer complaints , TN Govt" <sch@tn.gov.in>

Dear Sir

Thank you very much for your initiative steps against my Grievances
It is Really the NIIT Chennai do not know the meaning of Consumers Act
is power full or not

With Regards

V.RAMESH

Subject: [Fwd: SCH 39129]

From: consumer@tn.gov.in

Date: Mon, February 27, 2012 10:50 am

To: sch@tn.gov.in

Dear Sir,

I received your mail today. I am very happy that your forum is much
effectively functioning. I have no doubt that I would get redressed my
grievances soon.

Thank you sir. Expecting your early action in this regard please.

With regards,
M.Balasundaram

Subject: Re: Consumer Complaint Docket Number:35119

From: "geetha priya g" <geethu87priya@gmail.com>

Date: Mon, February 27, 2012 2:00 pm

To: sch@tn.gov.in

Dear sir,

Thanks for your timely help .My complaint has been resolved .Once
again thanks for your speedy help.

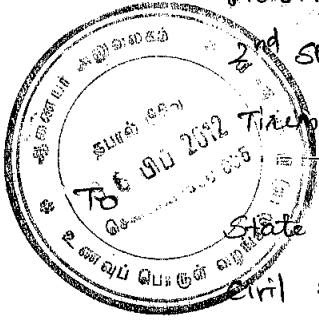
From

S. Bharathi

Plot No. 3, Ram Nagar Extension,

2nd Street, Thyagarajar Nagar,

Tiruchcheli-11



State consumer helpline,

Civil Supplies and consumer protection Dept.,

4th Floor, Ezhilagam,

Chepauk, Chennai-5.

Sir,

Sub: complaint against Aircel - Rectify the defects - Reg

Ref: My letter dt nil nov/2011

-x-

I have filed one complaint against Aircel

company. They contacted me and rectify the defects.

I request you to close the complaint.

Thanking You.

Yours Faithfully

S. Bharathi

Tiruchcheli.
31.1.2012