



PATIENT SAFETY AND ACCESS INITIATIVE OF INDIA FOUNDATION

a Partnership for Safe Medicines India Initiative

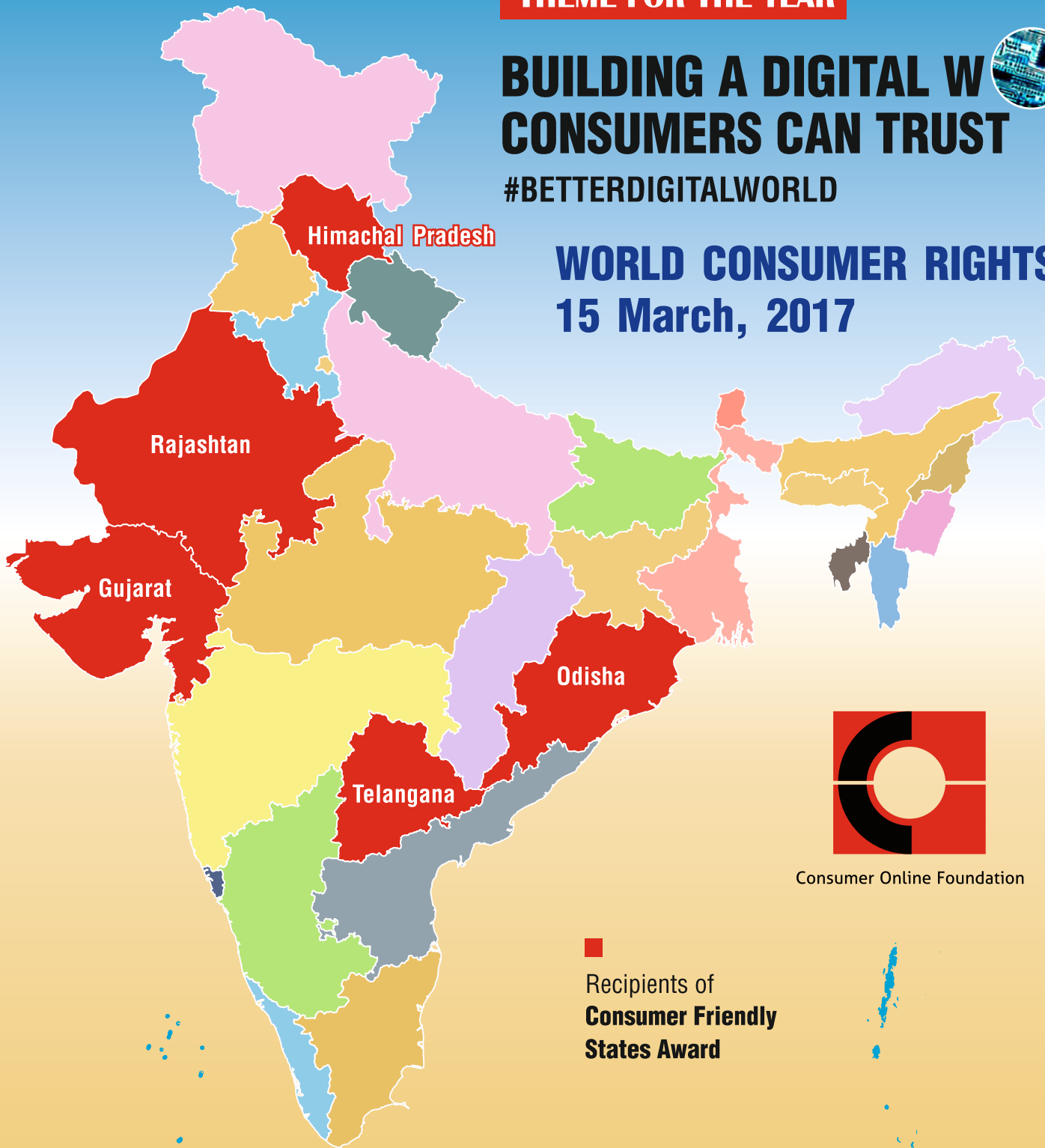
THEME FOR THE YEAR

BUILDING A DIGITAL WORLD CONSUMERS CAN TRUST



#BETTERDIGITALWORLD

WORLD CONSUMER RIGHTS DAY 15 March, 2017



Consumer Online Foundation

■
Recipients of
**Consumer Friendly
States Award**

www.safemedicinesindia.in

www.consumerconexion.org

24 x 7 Toll Free Helpline Number 1800-11-4424



Inauguration of WCRD 2016 in New Delhi



Inaugural Speech by Chief Guest Mr. Amitabh Kant, CEO Niti Aayog

WORLD CONSUMER RIGHTS DAY 2017

Theme for the year “Building digital world consumers can trust” #BetterDigitalWorld

INTRODUCTION

SINCE THE LAST 30+ years we have observed that Government of India has been trying to empower the consumers in India to the best of their ability by bringing modern technologies for sharing information and enabling consumers to make informed choice based on credible evidence based indicators. New regulations and policies are framed based on global best practices in the interest of the consumers. It has been proposed that a fresh new look will be given to the existing Consumer Protection Act of 1986, which has gone through several amendments but needs to get modernized and updated. Unfortunately the enforcement has been poor due to which there is a gap between the delivery mechanism and the consumer's expectation from the State Governments. The turning point was the enactment of the Consumer Protection Act 1986. Since then the States have been provided with certain amount of resources from time to time from the Central Government to strengthen the legal redressal mechanism as per the provisions of the law and also strengthen the infrastructure in terms of better amenities and facilities to seek prompt redressal against consumer complaints, improving testing facilities of products and measure the quality of services provided by the public and private enterprises conducting business in every State. However, we find

even after such financial and technical support, several States have not done enough in the interest of consumers and their rights as enshrined legally in the provisions of the existing laws and its subsequent amendments. Even in the Union Budget announced for 2015-16 and the policy of the Central Government to empower the States with more financial capacity is the cornerstone of this project. The voluntary consumer organisations (VCOs) are fragmented and lack the minimum resources required to consolidate themselves and work professionally in the interest of the consumers. VCOs are unable to put forth in a competent manner the viewpoints in the interest of the consumers intellectually before the various regulators and the Policy Makers while setting the standards and the regulations to fix the tariff/price of products and services to improve access to quality products and services. It is time for all the stakeholders to incentivise the States which are Consumer-Friendly based on a transparent measuring index undertaken by all the stakeholders jointly as a partnership initiative to encourage all the 36 States of our country to become consumer-friendly in the next five years. This exercise will not only incentivise but also educate the various State Governments on some of the global best practices on, how to become consumer-friendly and ensure efficiency and effectiveness on governance.



Release of the Report on Consumer Friendly States



Chief Guest Mr. Amitabh Kant, CEO Niti Aayog is being welcomed by Mr. Wajahat Habibullah, Chairman PSM India



Mr. Adil Zainulbhai, Chairman QCI is being welcomed by Mr. Bejon Kumar Misra, Founder Trustee, Consumer Online Foundation

OBJECTIVES

- To engage with all the Stakeholders to develop a credible and transparent measuring instrument to identify the Consumer-Friendly State(s).
- To mobilise all key stakeholders and commission a study by using the agreed instrument to collate the data, emerging from the study and present before a JURY of experts to declare and make public the final outcomes emerging from the study.
- To award the State(s) and the Key stakeholders engaged in consumer welfare as Champion over an event every year under the JAGO GRAHAK JAGO Campaign on the occasion of the World Consumer Rights Day (15th March) starting from 2016.

Tool Kit Administered on all the 36 States/ UTs in India through the following Questionnaire concerning Consumer Education and Consumer Redressal Mechanism

1. Amount spent on Consumer Awareness, Education and Complaint Redressal for the year 2015-16.
2. Is the State Consumer Protection Council as provided under the provisions of the Consumer Protection Act 1986 existing, if yes: names of Members of the State Council, No. of Meetings held in 2015-16 and date of the last meeting?
3. Is the District Consumer Protection Councils as provided under the provisions of the Consumer Protection Act 1986 existing, if yes: Names of Members of the District Council, No. of Meetings held in 2015-16 and date of the last meeting held District wise?
4. Details of Names of President and members of the State Consumer Dispute Redressal Commission of your State and when were they constituted and notified?



Mr. Amitabh Kant, CEO Niti Aayog



Mr. Adil Zainulbhai, Chairman QCI



Dr. Ravi P. Singh, Secretary General, QCI



Award to Goa



Award to Rajasthan

The JURY Members

- **Shri Wajahat Habibullah**, IAS Retd, Former Secretary to the Govt. of India
- **Shri L. Mansingh**, IAS Retd, Former Secretary to the Govt. of India
- **Smt. Bina Jain**, Former President, All India Women's Conference (AIWC)

On behalf of the Hon'ble Members of the Jury, we are pleased to announce the **Award** for the

Consumer Friendly States for the Year 2016-17, they are the following FIVE States:

1. **Rajasthan**
2. **Himachal Pradesh**
3. **Odisha**
4. **Gujarat and**
5. **Telengana**

This is for the second consecutive year **Rajasthan and Telengana** have won the Award. The winning States last

year were: **Tripura, Goa, Rajasthan, Uttarakhand, Andhra Pradesh and Telengana.**

We take this opportunity to thank Shri Hem Pande, IAS, Secretary to the Government of India, Department of Consumer Affairs, Ministry of Consumer Affairs, Food and Public Distribution and all the officials for extending support and guidance to us and to take this initiative forward to build a NEW INDIA by 2022 in the interest of the Indian Consumer.



Award to Uttarakhand



Award to Andhra Pradesh



Mr. Wajahat Habibullah,
Chairman PSM India



Dr. V. K. Subburaj, IAS
Former Secretary to Govt. of India



Mr. Samir Behl, Regional President,
Europe, India & Africa, Amway Corp.



Shri C. Viswanath, IAS Secy to Govt of India with VCOs



Chief Guest at the Valedictory Session

Questionnaire concerning delivery of the health related services including safe food and access to quality healthcare

1. Furnish the website having details of Names, Designation, Telephone numbers, e-mail ids of Government Departments in your State.
 2. Provide information on the existing Grievance Redressal/Customer Care Departments dealing with public services (Names, Designation, Telephone numbers, e-mail ids).
 3. Information on the Link to Online Registration of Public Grievances (Telephone numbers, e-mail ids).
 4. Implementation of e-governance/digitalization in various Government Departments (link, name of designated officials of the State Government) dealing with public services.
 5. Help line for reporting corruption/malpractices (Helpline No., last report generated of the Helpline).
 6. Designated Vigilance officials (name, contact details to access information on their functioning and outcomes).
 7. Details on the Helpline, contact address, designated official in your State on protection of women, children, child labour, violation of human rights.
5. Details of number of Districts and District Consumer Dispute Redressal Forums in your State and the names of the President and members. Is it functional?
 6. Procedure for Registering Consumer Organizations in your State, number of consumer organizations registered with their contact details?
 7. Do you have a functioning Consumer Helpline in your state? If yes, details of the Helpline, last report generated of the Helpline and since when it is functioning.
 8. Provide the Link of your Website dealing with information on Consumer Protection and Awareness of the State.
 9. The details (name, designation, address, Telephone numbers, e-mail ids) of the designated exclusive official dealing with consumer protection and awareness.



Shri C. Viswanath, IAS sharing his observations with the participants

8. Details of Special Needs of Senior Citizens, Differently Abled Citizens to access information or complaints on public services.
9. Information regarding registering complaints on various public services provided to the citizens by the various departments of the State.

Questionnaire concerning accessibility and connectivity for ensuring fast and efficient delivery of Public Services and Governance through Digitalization and use of IT, as well as strengthening the infrastructure for physical means of connectivity such as roads and rail transport for ensuring better communication both within and outside the region

1. Furnish details on the Budget allocation made towards Health and Food Safety for the year 2015-16 compared to the Total State Budget.
2. Details about distribution of free medicines and other health care schemes to the citizens provided in your State and the total amount spent towards such activities in the year 2015-16.
3. Number of Primary Health Centres functioning, Staff strength in each PHCs, Number of beds with basic facilities in PHCs, Name of the Doctors posted in the PHCs with contact details, if the sanctioned staff are not in position give reasons.
4. Details of scheme on free diagnostic facilities for the poor or BPL families with details of such facilities, the location of the facility and the name, designation with contact details of the official incharge of such facilities.
5. Details of free medical insurance schemes in the State for BPL families and others with the name,



Shri S. Krishnan, IAAS (Retd.), Chairman, Healthy You Foundation welcoming Shri C. Viswanath, IAS Chief Guest

6. designation and contact details of the official incharge in the State for such activity.
6. Details of the activities conducted as of date by the State for ensuring accessibility to safe and quality medicines provided to the citizens by the Government and the private sectors.
7. Details of drawing of samples of medicines from the cutting edge point of patients, number of samples drawn, tested, failed as per provisions of standard and action taken on failed samples, Number of Convictions obtained for the year 2014-15.
8. Details of the State Drug Controllers, State Food Safety & Standards Authority officials as per the sanctioned posits for these organizations, are they filled as per the sanctioned numbers, if not, reasons for the same.
9. Initiatives taken by the State Government to created awareness on accessibility to safe and quality health care and food. The total amount spent on publicity of such initiatives for the year 2015-16.



Shri L. Mansingh, Chairman
Consumer Online Foundation



Valedictory Address by
Chief Guest on the
occasion of WCRD 2016



Key Stakeholders at the WCRD 2016



Shri S. Krishnan, Chairman Healthy You Foundation



Leaders
of the
VCOs



Section
of the Key
Stakeholders



Section
of the
Key Resource
Persons

CONCLUSION

1. Since all the States had not furnished the required information, it is proposed to bring a new look on the methodology and suggest fresh criteria for selection in the coming years.
2. Non furnishing of information does not necessarily imply that no action has been taken by the States in respect of various questions posed to them within each Vertical
3. The Jury Members therefore decided to recognise by way of encouragement the FIVE States who have provided most information in the manner desired as per the questionnaire administered.



Recommendations and the way forward

1. Such a study may be made an annual feature to bring transparency and accountability towards the consumers. We must further encourage and incentivise the States on Consumer Protection & Awareness.
2. We need to redefine the parameters in the coming years to ensure pro-active participation by all the 36 States and preparations should start from April onwards instead of December.
3. There is need for updating of Websites of the States as in many cases the incumbents had changed; most websites did not provide e mail IDs and in some cases the e mails sent through digital mode were found non-functional.