



THE AWARE CONSUMER
STATE AWARDS

4TH EDITION

THE AWARE CONSUMER STATE AWARDS NATIONAL CONSUMER DAY

24 December 2018 • NEW DELHI

PANEL DISCUSSION

"GOOD GOVERNANCE: CITIZEN AS A CONSUMER"





WORLD CONSUMER RIGHTS DAY

3rd EDITION of the "Consumer Friendly State Awards" & Deliberation on the theme "Making Digital Marketplace Fairer"

15 March 2018 | New Delhi



THE AWARE CONSUMER STATE AWARDS

NATIONAL CONSUMER DAY 2018

INTRODUCTION

Since the last 30+ years we have observed that Government of India has been trying to empower the consumers of India to the best of their ability, by bringing modern technologies and information to the citizens thus enabling consumers to make informed decisions. 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 to better address the changing consumer dynamics. 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 been able to address to various consumer issues. The consumer Protection Bill 2018 which seeks to replace the Consumer Protection Act 1986 enforces consumer rights, and provides a mechanism for redressal of complaints regarding defect in goods and deficiency in services, a rather positive move undertaken by the central government on the path of a better consumer redressal mechanism in the country. 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.

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 Champions 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.

METHODOLOGY

This year we adopted a Four Step Process to rank the states which is as follows:



JURY MEMBERS



Wajahat Habibullah

-Former Chief Information Commissioner,
Government of India
-Chairman, PSM India Initiative

Mr. Wajahat Habibullah has served as the Secretary to the Government of India. In this capacity, Mr. Habibullah was appointed as the first Chief Information Commissioner of India and chairperson of the National Commission for Minorities. He is also on the advisory council of several think tanks and academic institutions namely, Brookings Doha Center; International Advisory Council, Doha; USIP Education and Training Center, Washington DC; National Institute of Technology, Srinagar(J&K). At present, Mr. Habibullah is the Chairman of a not for profit initiative called Partnership for Safe Medicines (PSM) India Initiative.



Meenakshi Dutta Ghosh

Former Special Secretary,
Ministry of Health and Family Welfare,
Government of India

Meenakshi Datta Ghosh is former Secretary in the Union Ministry of Panchayati Raj, and Special Secretary, Ministry of Health and Family Welfare. She has over 41 years of experience in public administration. She has made significant contributions to policy and programs across the social sector, particularly with reference to local governance (rural and urban), population stabilisation, HIV/AIDS, gender justice, disaster management, low cost housing, and the environmental improvement of squatter settlements. As Principal Author National Population Policy India, Ms. Ghosh won national and global acclaim for introducing treatment for HIV/AIDS in India. Following retirement from the Government of India, she was appointed Chairperson of the Public Grievances Commission for the National Capital Territory of Delhi as well as the Appellate Authority under the Delhi Right to Information Act. At present, she is on the Board of a not for profit initiative called Partnership for Safe Medicines (PSM) India Initiative.



A Vaideesh

President,
Organisation of Pharmaceutical
Producers in India (OPPI)

Mr. A. Vaidheesh is a successful senior business leader with over 3 decades of diverse experience in healthcare and FMCG domain. He has a strong track record of leadership development and building leading brands/ franchises across various categories and multi-cultural locations in Asia-Pacific region. He is widely recognised for chairing various initiatives with industry bodies in India and in Asia Pacific Region. He is currently the President of the Organisation of Pharmaceutical Producers of India (OPPI) and Managing Director, Vice President of South Asia and Executive Director at GlaxoSmithKline (GSK) Pharmaceuticals Limited.



Joy Bhattacharya

CEO, Professional
Volleyball League

Joy Bhattacharya is an applied mathematician and a computer engineer who has been changing the face of sports industry in the country with his skill of calculus. He is also an

orator, writer, quizzer, and a sports producer with 25 years of rich experience in the world of Indian Sports and Media. Mr. Bhattacharya has been credited for the success of the FIFA Under-17 Tournament, India. Joy has been a part of Indian Premier League (IPL) since its inception in 2008 and was the former Team Director of Kolkata Knight Riders. At present, Joy is the CEO of the Professional Volleyball League.

Radhika Aggarwal

Co-Founder, ShopClues

Radhika Aggarwal is one of India's most successful internet entrepreneur and the first and only woman in the Unicorn Club. She's the co-founder and Chief Business Officer at ShopClues.

Started in 2011 with a 10-member team, Gurgaon-based ShopClues was the first to evangelise the managed marketplace from day one. Ms. Aggarwal has been felicitated

with several accolades namely, Outlook Business Woman of Worth at Outlook Business Awards – 2016; Woman Entrepreneur of the Year at Entrepreneur India Awards – 2016; Exemplary Woman Entrepreneur of the Year at CMO Asia Awards – 2016; CEO of the Year Award at CEO India Awards – 2016.



QUESTIONNAIRE RESPONSES

The Three Verticals –

We consider that the following Three Verticals of Services and their respective delivery mechanism as the key factors for determining the success of various Developmental Programmes from the point of view of the users:

VERTICAL

1

Consumer Education and Consumer redressal mechanism

1. Information on whether there is any dedicated Helpline Numbers for consumer related complaints and information available and also, provide the Toll-Free Helpline Number and its functioning time.
2. Information on Total No of complaints or calls received in the last 12 months and the no of complaints resolved.
3. Information regarding mailing address, email ID &Phone no of all the consumer Redressal Forums, name of the president and the members of the District and state Dispute Redressal Commission of your state? Total no of pending cases in the district Forums and state Commissions and longest Pending cases in the district Forums and state commission?
4. Please provide the information regarding the total amount budgeted and spent on Consumer Awareness, Education and complaint Redressal Mechanism by the state Government During the Year 2017-2018
5. Please provide the information Regarding the constitution of state consumer Protection Council in your state and also provide the information about the date wise total no of meetings held during last two years?
6. Please provide the information regarding the district wise constitution of District Consumer Protection Council in your state and also provide the information of the date wise meeting held during the last two years?
7. Please provide the information whether there is any system in place for registering of voluntary Consumer Organisation in your state? If yes, then please provide the name of all registered consumer organisation with full correspondence address including contact details and email Address.
8. Please provide information if your state has a website for sharing consumer related information. If yes, furnish the details of the relevant website.
9. Please Provide the information whether any department or ministry in your state has received any award or recognition from any agency on consumer protection or civil Supplies or any social activity relating to consumer protection and food security. If yes please provide the information of the awards received by any ministry or department during 2017-2018.

VERTICAL

2

Delivery of the healthrelated services including safe food and access to quality healthcare

1. Please provide the information about the allocation of total budget for the year 2017-18 for health in your state and which head the expenditure were made as per budget allocation?
 2. Please provide the information about the functioning of various health schemes in your state which are supported by the state government in collaboration or support of central government?
 3. Please provide the information whether free medicines are being provided to the citizens of your state. If yes then also provide the total expenditure incurred in procurement of said medicines for the financial year 2017-18?
 4. Please provide the information regarding the provisioning of free diagnostics facilities to the citizens in your state and also provide the information about the total expenditure incurred for providing the free diagnostics facilities in the financial year 2017-18?
 5. Please provide the information about the total number of beds available separately in various government, private and charitable hospitals in your state. Also, provide the name and district wise total numbers of hospitals which are accredited under NABH.
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6. Please provide the information about the sanctioned funds in your state for treating cancer patients free of cost or have reimbursement of the expenditure? Also provide the total budget allotted for the said purpose in the last financial year 2017-18?
 7. Please provide the information about the facilitation of scheme for free ODP and IPD services for the poor or economically challenged patients? How many hospitals are managed by the state government under various ministries or departments? Is there any medical insurance or assurance scheme for those below poverty line (BPL families) in the state and if so please provide details of the scheme and the amount spent towards the scheme during 2017-18?
 8. Please provide the information about the district wise total number of medical colleges that are functioning in the state and how many are in the private sector? Also provide the information about the total number of medical colleges that are in pipeline and will start functioning by which year?
 9. Please provide the information whether your state has notified the clinical establishment Act 2010? If yes, since when is it notified and how many prosecutions have got initiated under the Act and any conviction ordered under the Act?

VERTICAL

3

Question of Accessibility and connectivity for ensuring fast and efficient delivery of Public Services and Governance through Digitalisation and use of IT

1. Please provide the information whether the state government has a website giving full details of various departments, such as their name designation, contact details and E-mail IDs etc as well as relevant information relating to different department of public services? If the state has Published Citizens Charter for various Departments for various Ministries? How many departments has published Citizens Charter with the name of the departments and the year it was published?
 2. Please Provide the information whether the state Government has a designated Grievances Redressal /Public Grievances Resolution official in each Service Department? Are details in this regard available in the state government website? If yes, link to the website. Please Furnish the names designation correspondence address, phone no and email IDs of the officials.
 3. Please provide the information about the name of the department for dealing with the Public Grievances and a system of online registration of complaints and grievances from the public and for monitoring disposal and ascertaining status of such complaints and grievances? If so give the details with the links, correspondence address and phone numbers and emails IDs.
 4. Please provide the designated helpline number for reporting or lodging of complaints from the public/citizen?
 5. Please provide full details of the extent of implementation of e-governance/digitalisation in various departments of the government with relevant links and names of designated officials dealing with such matters within the state government?
 6. Please provide the designated helpline number for reporting cases of corruption or other malpractices and also provide that since when the said helpline number is functioning with a copy of last report generated by the state government on the subject and amount spent to manage the same during 2017-18?
 7. Please provide the name of designated vigilance official to deal with reported cases of corruption or other malpractices in various departments and also provide the names and contact details of all such officials or the website from where we can access such information?
 8. Please provide the details of any special arrangements made for protection of women and children against violence or child labor or abuse of their human rights?
 9. Please provide the information about the all government schemes for taking care of the special needs of differently abled persons; indicating the budget for the purpose allocated in the last financial year 2017-18? What are the various schemes supported by the state government to protect the rights of the senior citizens to access information or complain regarding various public services quality related issues? How many complaints were received during 2017-18 from senior citizens and resolved within time bound manner?
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EASE OF DOING BUSINESS

Ease of doing business was included as one of the parameters of the Study, in view of the importance of the “Make in India” policy promoted by the Government of India, which was expected to not only bring foreign investment for boosting the economy, but was also intended to generate employment opportunity and promote skill development. It was observed in this connection that with a view to enhance the country's image as a friendly investment destination, DIPP, Ministry of Commerce along with World Bank is conducting a study and produces implementation scorecard under Business Reforms Action Plan 2017 on the ease of doing business and ranks all the States and UT in the country based on their fulfilment of certain criteria. It was decided to adopt the findings of the Study already conducted by DIPP, Ministry of Commerce and World Bank on this subject.

The BRAP includes 372 recommendations for reforms on regulatory processes, policies, practices and procedures spread across 12 reform areas.

Ranking of States/UTs will be on the basis of the total score (herein referred to as “Total Score”) of the State/UT, arrived by cumulating score of feedback (herein referred to as “Feedback Score”) and Implementation (herein referred to as “Implementation Score”).

DIPP Methodology

Out of the 372 recommendations, 78 action points have been selected for which feedback will be solicited from the actual users/ businesses.

A. Action points have been excluded from this exercise if they refer to:

- Processes or procedures that may not exist in all states and UTs; or
- Recommendations related to Paying Taxes, since new reform points have been added post implementation of GST; or
- The existence of systems or processes on the Government side, of which users may not be aware of; or
- Legislation or notifications, which requires only a check of the evidence and not feedback from users; or
- Processes or procedures for only a certain type of business, which may or may not exist in all States/ UTs; or
- Processes or procedures which have been newly added in BRAP 2017, since enough users might not have used them to give feedback on these points.

Feedback respondents

DIPP will solicit feedback from the following groups of respondents:

- **New businesses:** This would comprise large, medium and small scale businesses who had applied for pre-establishment and pre-operations licenses in the past one year.
- **Existing businesses:** This would comprise large, medium and small businesses operational in the last 5 years.
- **Architects:** Architects who are registered with the municipal corporations of the largest city/ have applied for a building plan approval or occupancy certificate in the past one year.
- **Electrical contractors:** Electrical contractors who have applied for electrical connections for commercial and industrial uses from distribution companies in the past one year. States/UTs would need to share the contact details of such contractors.
- **Lawyers:** Lawyers sourced from the Indian Bar Council of States/ UTs and Bar Council of India.

Calculating the Total Score of a State/UT

This section explains calculation methodology adopted for arriving at the Total score of a State/UT.

i. Action points on which feedback will not be solicited: Of the 372, 294 action points fall into this group. These will continue to be treated in the same manner as in previous years: each Yes will receive one point, and each No will receive zero points. The sum of these will form the Implementation Score for reforms without feedback.

ii. Action points on which feedback will be solicited: Of the 372, 78 action points fall into this category. The score for each action point in this category will be determined through a combination of both implementation as well as feedback, with equal weights being provided to each. This means that a state receives a score of 0.5 if the reform is approved as Yes, and up to 0.5 additional points based on the feedback, using the formula below:

$$\text{Score on each action point with feedback} = 0.5 + (0.5 \times \text{Feedback Score})$$

The Feedback Score on each action point is calculated as follows:

$$\text{Feedback Score} = \frac{\text{Total number of positive responses}}{\text{Total number of feedback providers on the action point}}$$

In case, the action point requires feedback on multiple questions, the feedback score will be divided equally amongst all of the questions to arrive at an average, as follows:

Feedback Score for each relevant action point

$$= \left(\frac{\text{Total number of positive responses to Q1}}{\text{Total number of feedback providers on the action point}} + \frac{\text{Total number of positive responses to Q2}}{\text{Total number of feedback providers on the action point}} + \frac{\text{Total number of positive responses to Q3}}{\text{Total number of feedback providers on the action point}} \right) \div 3$$

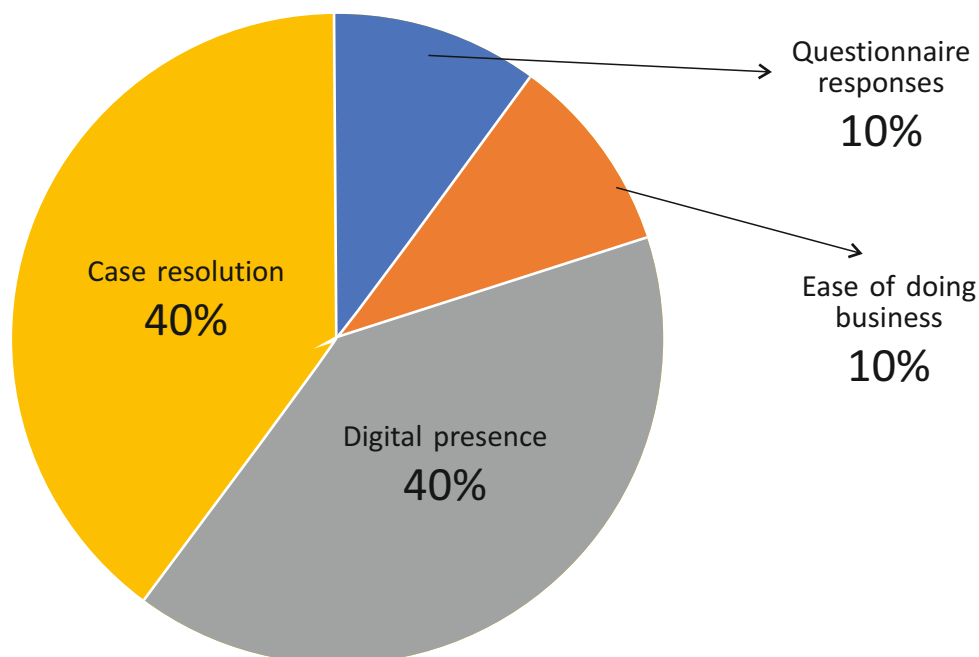
As was the practice in previous years, the total number of action points that are not applicable to a State/UT will continue to be subtracted from the total number of action points (372) that will be considered in the denominator of the Implementation Score.

The total score of a State/UT will be calculated by summing the scores on each of the applicable action points, as follows:

Final Score =

$$\frac{\sum (0.5 + \text{Feedback Score for Reforms with Feedback}) + \sum (\text{Implementation Score for Reforms Without Feedback})}{372 - \text{Total number of reforms not applicable to the state/UT}}$$

WEIGHTAGE FOR EACH PARAMETER



DIGITAL PRESENCE

We adopted some of the fundamentals of "Good Governance & Digital India" to rate the States on their Consumer-Friendly Initiatives based on the information made available on the digital platforms in public domain. We visited the state government websites and checked the consumer/citizen friendliness of the same. Three major areas were identified which has been further divided into nine categories to rate the website on scale of 0 to 1 per criterion. The criteria are as follows:

USABILITY

1. **Availability of website in regional language** - First thing that comes into our mind is that the website should be made available in the regional (local) language, as it is the main mode of communication among the citizens and desired by most states.
2. **Easy and simple to use & interactive** – This is another important criterion, as user friendliness further motivates the use of digital space

GRIEVANCE REDRESSAL

1. **Dedicated Grievance Redressal portal** – Availability of dedicated grievance redressal portal is important for each State as it increases the chance of prompt resolution of the grievances and also significantly reduces the time taken for the resolution.
2. **Availability of Helpline Number** – Availability of toll-free helpline number further substantiates the availability of dedicated portal as the widespread use of cellular phones can make for easy use of the toll-free number thus, enabling for quick complaint registration.
3. **Contact Details of Concerned officials** – It is very crucial that the state websites mention the contact details of the concerned officials responsible for the redressal of consumer complaint.

RICHNESS OF CONTENT

1. **Information on Ease of doing business** - This information is critical to encourage the development of entrepreneurial activities to generate employment for the citizens. It will facilitate new budding entrepreneurs/businessmen who are seeking to open their own venture in that state as start-ups or expand existing businesses.
2. **Information on Public Services** - This information will be helpful for citizens to know about the various services offered by the State government and other public service entities within the Government.
3. **Information on Health Related Services** – Health and Wellness of citizens should be the top Priority for the States as it falls within the State Subject and citizens must be made aware about the various schemes and health related facilities made available.
4. **Availability of Additional Information** - Availability of information on various Government schemes is beneficial to the citizens as one would be aware of the availability of such schemes concerning various citizen grievance.



D I G I T A L							P R E S E N C E							
S. No.	State	Rank	Total	Availability of website in regional language	Easy to use & Interactive	State Grievance Redressal portal	Availability of Helpline Number	Contact Details of Concerned officials	Information on East of doing business	Information on Public Services	Information on Health related services	Availability of Additional Information	%	
1	Andaman & Nicobar Islands	6	7	0.5	1	1	0	0.5	1	1	1	1	77.78%	
2	Andhra Pradesh	10	6.5	0.5	1	1	1	1	1	1	0	0	72.22%	
3	Arunachal Pradesh	23	5	0	1	0	1	0.5	0	1	1	0.5	55.56%	
4	Assam	6	7	0	1	1	0	1	1	1	1	1	77.78%	
5	Bihar	23	5	0.5	0.5	1	1	1	0	0	1	0	55.56%	
6	Chandigarh	14	6	0.5	0.5	0.5	1	1	0	1	0.5	1	66.67%	
7	Chhattisgarh	14	6	1	1	1	1		0	1	website not working	1	66.67%	
8	Dadra & Nagar Haveli	31	3.5	0.5	0.5	0.5	1	0	0	0.5	0.5	0	38.89%	
9	Daman & Diu	27	4.5	0	1	0.5	0	1	0.5	0.5	0.5	0.5	50.00%	
10	Delhi	14	6	0.5	1	0.5	1	1	0	0	1	1	66.67%	
11	Goa	3	7.5	1	1	1	1	0	1	1	0.5	1	83.33%	
12	Gujarat	21	5.5	1	0	1	1	1	0.5	0	1	0	61.11%	
13	Haryana	23	5	1	0.5	0.5	0	1	0.5	0	0.5	1	55.56%	
14	Himachal Pradesh	6	7	1	1	1	1	0.5	0	1	0.5	1	77.78%	
15	Jammu & Kashmir	10	6.5	0.5	1	1	1	1	0	1	0.5	0.5	72.22%	
16	Jharkhand	14	6	1	1	0.5	0	0	1	1	0.5	1	66.67%	
17	Karnataka	10	6.5	1	1	1	0	1	0	1	0.5	1	72.22%	
18	Kerala	1	8	1	0.5	1	1	1	1	1	0.5	1	88.89%	
19	Lakshadweep	14	6	0.5	1	1	1	1	0	0.5	0.5	0.5	66.67%	
20	Madhya Pradesh	3	7.5	1	1	0.5	1	0.5	0.5	1	1	1	83.33%	
21	Maharashtra	1	8	1	1	1	1	1	0	1	1	1	88.89%	
22	Manipur	21	5.5	0	1	1	1	1	0	0.5	0.5	0.5	61.11%	
23	Meghalaya	29	4	0	1	1	0	1	0	0	0.5	0.5	44.44%	
24	Mizoram	34	3	0	1	1	0	0.5	0	0	0.5	0	33.33%	
25	Nagaland	31	3.5	0	0.5	1	1	0	0	1	0	0	38.89%	
26	Odisha	23	5	0.5	1	1	0	0	0	1	0.5	1	55.56%	
27	Pondicherry	34	3	0	0	1	0	1	0	1	0	0	33.33%	
28	Punjab	10	6.5	0.5	1	1	1	1	0	0	1	1	72.22%	
29	Rajasthan	3	7.5	0.5	1	1	1	0.5	1	1	0.5	1	83.33%	
30	Sikkim	36	2	0	0	0	0	1	0	0	0	1	22.22%	
31	Tamil Nadu	29	4	0.5	0.5	1	0	1	0	0.5	0.5	0	44.44%	
32	Telangana	14	6	0.5	1	1	0	1	0	1	0.5	1	66.67%	
33	Tripura	27	4.5	0	1	1	1	0.5	0	0	0.5	0.5	50.00%	
34	Uttar Pradesh	14	6	1	0.5	1	0	1	0.5	1	0	1	66.67%	
35	Uttarakhand	6	7	1	0.5	1	1	1	0	1	0.5	1	77.78%	
36	West Bengal	31	3.5	0.5	1	1	0	0.5	0	0	0.5	0	38.89%	

DIGITAL PRESENCE

Scoring Criteria

	S. No.	Parameters	SCORE		
			High (1)	Medium (0.5)	Low (0)
USABILITY	1	Availability of website in regional language	Every relevant site is available both in english and regional language	Some sites are available in regional language OR Some site are only available in regional language	None of the relevant web-site is available in regional language
	2	Easy to use & Interactive	All the relevant sites are easy to use & interactive Easy to navigate with all the features available on home page	Relevant sites are easy to use & interactive but all features are not available on the homepage and are not easy to navigate	None of the relevant sites are easy to use & interactive
GRIEVANCE REDRESSAL	3	State Grievance Redressal portal	Grievance redressal portal available for all type of complaints (All departments)	Grievance redressal portal available only for some type of complaints (few departments)	Grievance redressal portal not available
	4	Availability of Helpline Number	General Services Helpline no. available	NA	Helpline no. not available
	5	Contact Details of Concerned officials	All the details available for every department	Some details available for every department OR Details available only for some departments	None of the details available OR Minimal info available
RICHNESS OF CONTENT	6	Information on Ease of doing business	Detailed info (guidelines, financial support, etc) available with the registration links and proceeding steps	Only info available, no registration links available	No info available
	7	Information on Public Services	Detailed info (AADHAR, PAN Card etc) available with the registration links and proceeding steps	Only info available, no registration links available	No info available
	8	Information on Health related services	Detailed info (Hospitals, blood banks, etc) available available with the registration links and proceeding steps	Only info available, no registration links available	No info available
	9	Availability of Additional Information	Any other info available other than the above mentioned parameters (mobile apps, initiatives,	NA	No info available

FINDING AND ANALYSIS OF DATA

Ease of Doing Business

Rank	State	Score
1	Andhra Pradesh	98.30%
2	Telangana	98.28%
3	Haryana	98.06%
4	Jharkhand	98.05%
5	Gujarat	97.99%
6	Chhattisgarh	97.31%
7	Madhya Pradesh	97.30%
8	Karnataka	96.42%
9	Rajasthan	95.70%
10	West Bengal	94.59%
11	Uttarakhand	94.24%
12	Uttar Pradesh	92.89%
13	Maharashtra	92.88%
14	Odisha	92.08%
15	Tamil Nadu	90.68%
16	Himachal Pradesh	87.90%
17	Assam	84.75%
18	Bihar	81.91%
19	Goa	57.34%
20	Punjab	54.36%
21	Kerala	44.82%
22	Jammu & Kashmir	32.76%
23	Delhi	31.69%
24	Daman & Diu	28.69%
25	Tripura	22.45%
26	Dadra & Nagar Haveli	21.88%
27	Pondicherry	15.65%
28	Nagaland	14.16%
29	Chandigarh	11.54%
30	Mizoram	3.66%
31	Andaman & Nicobar Islands	1.25%
32	Manipur	0.27%
33	Sikkim	0.14%
34	Arunachal Pradesh	0%
35	Lakshadweep	0%
36	Meghalaya	0%

QUESTIONNAIRE RESPONSES

State-wise and Vertical-wise breakup of the information received is given in the following Table

S. No.	State/UT	Consumer Education and Consumer redressal mechanism (9)	Public Services and Governance (9)	Safe food and access to quality healthcare (9)
1	Andaman & Nicobar Islands	0	6.5	8.5
2	Andhra Pradesh	0	0	0
3	Arunachal Pradesh	0	0	0
4	Assam	5.5	0	0
5	Bihar	0	0	0
6	Chandigarh	1	0	7
7	Chhattisgarh	0	0	0
8	Dadra & Nagar Haveli	0	0	0
9	Daman & Diu	0	5	0
10	Delhi	2	9	1
11	Goa	8	0	2
12	Gujarat	0	0	0
13	Haryana	7	0	2
14	Himachal Pradesh	5	9	4
15	Jammu & Kashmir	0	0	0
16	Jharkhand	3	1	7
17	Karnataka	1	1	1
18	Kerala	0	0	0
19	Lakshadweep	0	0	0
20	Madhya Pradesh	0	0	0
21	Maharashtra	0	0	0
22	Manipur	0	4	0
23	Meghalaya	7	1	2
24	Mizoram	0	3	0
25	Nagaland	8	0	8
26	Odisha	8	0	0
27	Pondicherry	0	0	0
28	Punjab	3	0	0
29	Rajasthan	0	0	0
30	Sikkim	0	0	9
31	Tamil Nadu	0	0	0
32	Telangana	7	9	2
33	Tripura	8	5	0
34	Uttar Pradesh	2	0	0
35	Uttarakhand	4	0	8
36	West Bengal	0	0	6

CASE RESOLUTION

Moving forward to check the efficiency & effectiveness of the states in resolving complaint received through consumer forums, the data for cases filed, disposed and pending at the consumer forums of each state were analysed. For this ConfoNet Dashboard (Computerization and Computer Networking of Consumer Forums in Country) was used. For accurate analysis data from 2011 to 2018 for each of the State Commissions along with their respective District Forums were considered.

To rank the states on this parameter we calculated the Overall Disposal Ratio on the basis of total no. of cases filed and disposed from the year 2011 to 2018. Based on the Overall Disposal Ratio we ranked the states, 1st being the state with the highest Overall Disposal Ratio.

$$\text{Overall Disposal Ratio} = \frac{\text{Total No. of Cases Disposed From 2011 to 2018}}{\text{Total No. of Cases Filed from 2011 to 2018}} \times 100$$

S. No.	State	Cases Data from 2011-2018		
		Total No. of Filed Cases	Total No. of Disposed Cases	Overall Disposal Ratio
1	Andaman & Nicobar Islands	270	237	87.78%
2	Andhra Pradesh	21065	17965	85.28%
3	Arunachal Pradesh	168	123	73.21%
4	Assam	3118	1030	33.03%
5	Bihar	11876	2038	17.16%
6	Chandigarh	19293	17805	92.29%
7	Chhattisgarh	28179	20301	72.04%
8	Dadra & Nagar Haveli	46	22	47.83%
9	Daman & Diu	16	0	0.00%
10	Delhi	51268	20633	40.25%
11	Goa	2728	2374	87.02%
12	Gujarat	70871	47859	67.53%
13	Haryana	50980	33825	66.35%
14	Himachal Pradesh	16654	13732	82.45%
15	Jammu & Kashmir	1764	438	24.83%
16	Jharkhand	5147	1353	26.29%
17	Karnataka	56075	45753	81.59%
18	Kerala	53956	36870	68.33%
19	Lakshadweep	29	6	20.69%
20	Madhya Pradesh	87938	51429	58.48%
21	Maharashtra	121749	80131	65.82%
22	Manipur	205	155	75.61%
23	Meghalaya	467	205	43.90%
24	Mizoram	460	188	40.87%
25	Nagaland	93	16	17.20%
26	Odisha	21741	9301	42.78%
27	Pondicherry	624	428	68.59%
28	Punjab	80078	67652	84.48%
29	Rajasthan	107084	70953	66.26%
30	Sikkim	157	111	70.70%
31	Tamil Nadu	26252	14225	54.19%
32	Telangana	23167	12259	52.92%
33	Tripura	984	885	89.94%
34	Uttar Pradesh	129540	43203	33.35%
35	Uttarakhand	8930	4605	51.57%
36	West Bengal	47135	36466	77.37%

FINAL RANKING

RANK	STATE	40%	40%	10%	10%	FINAL
		DIGITAL PRESENCE	CASE RESOLUTION	EASE OF DOING BUSINESS	QUESTIONNAIRE RESPONSES	
1	Himachal Pradesh	77.78%	82.45%	87.90%	66.67%	79.55%
2	Goa	83.33%	87.02%	57.34%	37.04%	77.58%
3	Andhra Pradesh	72.22%	85.28%	98.30%	0.00%	72.83%
4	Karnataka	72.22%	81.59%	96.42%	14.81%	72.65%
5	Andaman & Nicobar Islands	77.78%	87.78%	1.25%	55.56%	71.90%
6	Maharashtra	88.89%	65.82%	92.88%	3.70%	71.54%
7	Rajasthan	83.33%	66.26%	95.70%	0.00%	69.41%
8	Punjab	72.22%	84.48%	54.36%	11.11%	69.23%
9	Chandigarh	66.67%	92.29%	11.54%	29.63%	67.70%
10	Kerala	88.89%	68.33%	44.82%	0.00%	67.37%
11	Madhya Pradesh	83.33%	58.48%	97.30%	0.00%	66.46%
12	Uttarakhand	77.78%	51.57%	94.24%	44.44%	65.61%
13	Chhattisgarh	66.67%	72.04%	97.31%	0.00%	65.21%
14	Telangana	66.67%	52.92%	98.28%	66.67%	64.33%
15	Tripura	50.00%	89.94%	22.45%	48.15%	63.04%
16	Haryana	55.56%	66.35%	98.06%	33.33%	61.90%
17	Gujarat	61.11%	67.53%	97.99%	0.00%	61.26%
18	West Bengal	38.89%	77.37%	94.59%	22.22%	58.18%
19	Manipur	61.11%	75.61%	0.27%	14.81%	56.20%
20	Assam	77.78%	33.03%	84.75%	20.37%	54.84%
21	Arunachal Pradesh	55.56%	73.21%	0.00%	0.00%	51.51%
22	Odisha	55.56%	42.78%	92.08%	29.63%	51.51%
23	Jharkhand	66.67%	26.29%	98.05%	40.74%	51.06%
24	Delhi	66.67%	40.25%	31.69%	44.44%	50.38%
25	Uttar Pradesh	66.67%	33.35%	92.89%	7.41%	50.04%
26	Tamil Nadu	44.44%	54.19%	90.68%	0.00%	48.52%
27	Pondicherry	33.33%	68.59%	15.65%	0.00%	42.33%
28	Jammu & Kashmir	72.22%	24.83%	32.76%	0.00%	42.10%
29	Sikkim	22.22%	70.70%	0.14%	33.33%	40.52%
30	Meghalaya	44.44%	43.90%	0.00%	37.04%	39.04%
31	Bihar	55.56%	17.16%	81.91%	0.00%	37.28%
32	Dadra & Nagar Haveli	38.89%	47.83%	21.88%	0.00%	36.87%
33	Lakshadweep	66.67%	20.69%	0.00%	0.00%	34.94%
34	Mizoram	33.33%	40.87%	3.66%	11.11%	31.16%
35	Nagaland	38.89%	17.20%	14.16%	59.26%	29.78%
36	Daman & Diu	50.00%	0.00%	28.69%	18.52%	24.72%

COMPARISON

S. No.	STATE	Last Year Rank	Current Year Rank	Last Year Score	Current Year Score
1	Himachal Pradesh	5	1	58.45	79.55
2	Goa	2	2	71.77	77.58
3	Andhra Pradesh	1	3	73.49	72.83
4	Karnataka	4	4	65.21	72.65
5	Andaman & Nicobar Islands	6	5	55.53	71.9
6	Maharashtra	12	6	51.86	71.54
7	Rajasthan	3	7	66.04	69.41
8	Punjab	18	8	48.91	69.23
9	Chandigarh	14	9	50.63	67.7
10	Kerala	13	10	51.50	67.37
11	Madhya Pradesh	17	11	50.00	66.46
12	Uttarakhand	7	12	55.25	65.61
13	Chhattisgarh	9	13	53.88	65.21
14	Telangana	11	14	52.53	64.33
15	Tripura	16	15	50.21	63.04
16	Haryana	20	16	41.87	61.9
17	Gujarat	15	17	50.45	61.26
18	West Bengal	8	18	54.45	58.18
19	Manipur	33	19	21.91	56.2
20	Assam	24	20	33.67	54.84
21	Arunachal Pradesh	26	21	32.29	51.51
22	Odisha	10	22	52.83	51.51
23	Jharkhand	19	23	46.90	51.06
24	Delhi	23	24	38.98	50.38
25	Uttar Pradesh	22	25	39.15	50.04
26	Tamil Nadu	21	26	40.10	48.52
27	Pondicherry	27	27	29.11	42.33
28	Jammu & Kashmir	29	28	25.68	42.1
29	Sikkim	25	29	33.07	40.52
30	Meghalaya	35	30	18.27	39.04
31	Bihar	32	31	22.15	37.28
32	Dadra & Nagar Haveli	30	32	23.17	36.87
33	Lakshadweep	36	33	15.12	34.94
34	Mizoram	34	34	21.54	31.16
35	Nagaland	31	35	22.75	29.78
36	Daman & Diu	28	36	28.29	24.72

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.

ASSUMPTIONS

Ease of doing Business

- The data of the implementation score card was taken on 16th Dec 2018. Source: <http://eodb.dipp.gov.in/index.aspx>

Digital Presence

- Rating was done in a span of 7 days (10th – 16th Dec 2018)
- Team of 4 members was involved in assigning digital rating scores to remove any kind of biasedness

Case Resolution

- Data collection was completed in a span of 5 days (7th December -11th December, 2018)
- Data available on ConfoNet's Dashboard is taken as it is, while many state and district commission had nodata for certain years
- Ranking might have been different if missing data was available
- Team of 4members was involved in quality check of the data to remove any errors.

Source: confonet.nic.in

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 january onwards
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.
4. Over the years the pendency cases of consumer complaints have been increasing in many states, therefore states need to dispose the cases and the same need to be updated on ConfoNet Dashboard.

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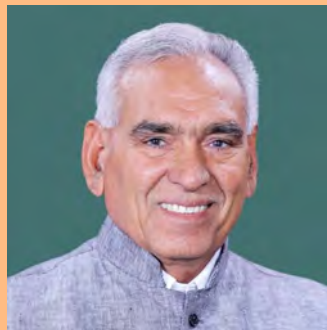
15th March, 2017



Ravi Shankar Prasad
Union Minister for Law
and Justice and
Electronics and
Information Technology



Ram Vilas Paswan
Minister of Consumer Affairs,
Food and
Public Distribution



C.R. Chaudhary
Hon'ble Minister of State
for Consumer Affairs, Food
and Public Distribution



Hem Pande, IAS
Former Secretary,
Ministry of
Consumer Affairs, Food
& Public Distribution



*Release of the Report
on the 1st EDITION of the
Consumer Friendly States, 2016*



Wajahat Habibullah



L. Mansingh



Bina Jain



Swami Deveshananda Ji



P.C. Jha

JURY MEMBERS of the 1st EDITION of the **WORLD CONSUMER RIGHTS DAY**

15th March 2016



Prafull D. Sheth

3rd EDITION OF THE AWARE CONSUMER STATE AWARDS

WORLD CONSUMER RIGHTS DAY 2018

