



Consumer Online Foundation



THEME FOR THE YEAR

MAKING DIGITAL MARKETPLACES FAIRER

#BETTERDIGITALWORLD

WORLD CONSUMER RIGHTS DAY
15 March, 2018



■
Recipients of
**Consumer Friendly
States Award**

**Andaman
& Nicobar
Islands**



**PATIENT SAFETY AND ACCESS
INITIATIVE OF INDIA FOUNDATION**
a Partnership for Safe Medicines India Initiative

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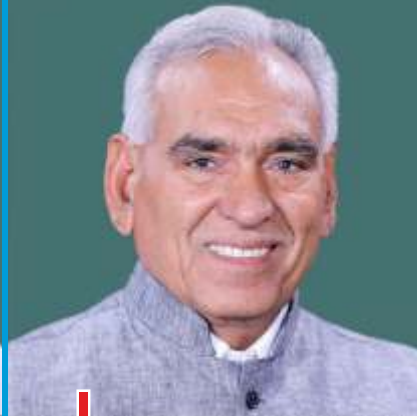
www.consumerconexion.org



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

Dignitaries who presented the awards to the States at World Consumer Rights Day, 15th March, 2017

WORLD CONSUMER RIGHTS DAY 2018

Theme for the year “MAKING DIGITAL MARKETPLACES FAIRER” #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, 2016



Chief Guest Mr. Amitabh Kant, CEO Niti Aayog is being welcomed by Mr. Wajahat Habibullah, Chairman PSM India at World Consumer Rights Day, 15th March 2016



Mr. Adil Zainulbhai, Chairman QCI is being welcomed by Mr. Bejon Kumar Misra, Founder Trustee, Consumer Online Foundation at World Consumer Rights Day, 15th March 2016

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.

METHODOLOGY

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

1

**QUESTIONNAIRE
RESPONSES**

2

**EASE OF DOING
BUSINESS**

3

DIGITAL PRESENCE

4

CASE RESOLUTION

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

The first vertical is Consumer Education and Consumer redressal mechanism

1. Amount Spent on Consumer Awareness, Education, Complaint redressal for the year 2017-18
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 2017-18 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 2017-18 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?
5. Details of number of Districts and the District Consumer Dispute Redressal Forums in your State and the names of the President and members. Is it functional?
6. Procedure for Registering Consumer Organisations in your State, number of consumer organisations 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.

VERTICAL

2

The second vertical is delivery of the health related services including safe food and access to quality healthcare.

1. Furnish details on the Budget allocation made towards Health and Food Safety for the year 2017-18 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 2017-18.
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, 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 2017-18.
8. Details of the State Drug Controllers, State Food Safety & Standards Authority officials as per the sanctioned posts for these organisations, are they filled as per the sanctioned numbers, if not, reasons for the same.
9. Initiatives taken by the State Government to create awareness on accessibility to safe and quality health care and food. The total amount spent on publicity of such initiatives for the year 2017-18.

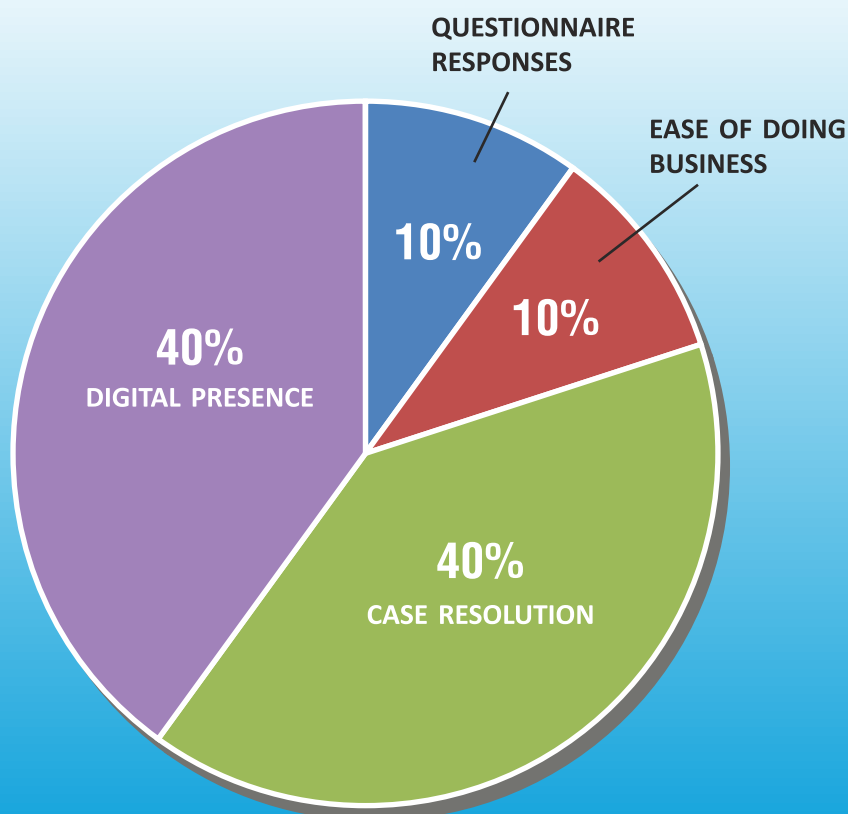
The third vertical is accessibility and connectivity for ensuring fast and efficient delivery of Public Services and Governance through Digitalisation and use of IT, as well as strengthening the infrastructure for physical means of connectivity such as roads and rail transport for ensuring better communication both within and outside the region.

1. Furnish 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/digitalisation 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.
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.

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.

WEIGHTAGE FOR EACH PARAMETER



DIGITAL PRESENCE

We adopted some of the fundamentals on "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. We identified 3 major buckets under which 9 basic criteria were established 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 with the citizens and desired in that particular state.
- 2) Easy and simple to use & interactive- This is another important criterion, as everyone in this world is not tech savvy

GRIEVANCE REDRESSAL

- 3) Dedicated Grievance Redressal portal – Availability of dedicated grievance redressal portal is important because the State has more knowledge and access to their resources, rules & policies than the centre and if the complainant files their grievances within the State, the chance of prompt resolution of the grievances increases and time taken for the resolution also reduces significantly
- 4) Availability of Helpline Number – Availability of toll free helpline number is another important factor as everyone cannot use the website or navigates through it but certainly owns a mobile phone or access one to call the helpline to seek information or redressal.
- 5) Contact Details of Concerned officials- We must have details of the contact person when things go wrong because if someone is not able to find the solution to their problems after multiple attempts and at various places, then the nodal person should be able to help and handhold the callers or walk-in persons to reach the right person for accessing the information or services required by the citizen.

RICHNESS OF CONTENT

- 6) Information on Ease of doing business - This information is critical to encourage development and entrepreneurial activities to generate employment and choice to the citizens. It will facilitate new budding entrepreneurs/businessmen who are planning to open their venture in that state as start-ups or expand existing businesses.
- 7) 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.
- 8) Information on Health Related Services- Health and Wellness of citizens should be the TOP Priority for the States as it is a State Subject and citizens must be made aware about the various schemes and health related facilities made available to the citizens.
- 9) Availability of Additional Information - Availability of extra information on various Government schemes is always beneficial and will help the citizens to know more about their rights and duties towards their government and how the citizens can play a positive role in improving the various public initiatives as a partner.



SCORING CRITERIA

Parameters		Score		
		High (1)	Mid (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 website is available in regional language
	2 Easy to use & Interactive	All 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 of 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 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 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 with 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, etc.)	NA	No info available

CASE RESOLUTION

Moving forward to check the efficiency & effectiveness of the states in resolving compliants received through consumer forums. We looked into the data for cases filed, disposed and pending cases at the consumer forums of each state. For this we took the data from ConfoNet Dashboard (Computerization and Computer Networking of Consumer Forums in Country). We used the data from 2011 to 2017 for each of the State Commissions along with their respective District Forums.

To rank the states on this parameter we calculated the disposal ratio of each year from 2011 to 2017 and then calculated the average disposal ratio. Based on the average disposal ratio we ranked the states, 1st being the state with highest average disposal ratio.

$$\text{Disposal Ratio} = \frac{\text{Disposed}}{(\text{Old Pendency} + \text{Filed})} \times 100$$

FINDING AND ANALYSIS OF DATA

EASE OF DOING BUSINESS

Rank	STATE	SCORE (%)	Rank	STATE	SCORE (%)
1	HARYANA	99.46%	19	GOA	60.66%
2	RAJASTHAN	99.19%	20	PUNJAB	54.50%
2	WEST BENGAL	99.19%	21	KERALA	51.99%
2	JHARKHAND	99.19%	22	JAMMU & KASHMIR	37.32%
2	CHATTISGARH	99.19%	23	DELHI	34.17%
2	GUJARAT	99.19%	24	DAMAN & DIU	32.13%
7	MADHYA PRADESH	98.92%	25	TRIPURA	27.32%
7	ANDHRA PRADESH	98.92%	26	DADRA & NAGAR HAVELI	24.59%
9	KARNATAKA	98.10%	27	PONDICHERRY	16.90%
9	TELANGANA	98.10%	28	CHANDIGARH	14.97%
11	UTTARAKHAND	97.56%	29	NAGALAND	14.04%
12	ODISHA	97.02%	30	MIZORAM	5.11%
13	MAHARASHTRA	96.48%	31	A&N ISLANDS	1.55%
14	UTTAR PRADESH	96.21%	32	MANIPUR	0.27%
15	TAMIL NADU	95.39%	33	SIKKIM	0.27%
16	ASSAM	92.95%	34	ARUNACHAL PRADESH	0%
17	HIMACHAL PRADESH	91.39%	35	MEGHALAYA	0%
18	BIHAR	87.74%	36	LAKSHADWEEP	0%

Intimation Letter by Government of India

A letter was sent to all the States & UTs from the Department of Consumer Affairs stating that a Questionnaire will be sent by Consumer Online Foundation regarding Consumer Friendly States Award and it will be highly appreciated if the response to the Questionnaire is made when it is received for deciding the Award for 2018.



QUESTIONNAIRE RESPONSES

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

S.No.	Name of State/Union Territory	Number of Questions answered out of 9 under each Vertical, V1,V2,V3			
		V1 (9)	V2 (9)	V3 (9)	Total out of 27
1	Andaman & Nicobar Islands	-	-	-	0
2	Andhra Pradesh	-	-	9	9
3	Arunachal Pradesh	-	-	-	0
4	Assam	-	-	-	0
5	Bihar	-	-	-	0
6	Chandigarh	-	-	-	0
7	Chattisgarh	-	-	-	0
8	Dadra & Nagar Haveli	-	-	-	0
9	Daman & Diu	-	-	-	0
10	Delhi	-	-	-	0
11	Goa	-	-	-	0
12	Gujarat	-	3	-	3
13	Haryana	-	-	-	0
14	Himachal Pradesh	-	-	-	0
15	Jammu & Kashmir	-	-	-	0
16	Jharkhand	-	-	-	0
17	Karnataka	-	-	-	0
18	Kerala	-	-	-	0
19	Lakshadweep	-	-	-	0
20	Madhya Pradesh	-	-	-	0
21	Maharashtra	-	-	-	0
22	Manipur	-	-	-	0
23	Meghalaya	-	-	-	0
24	Mizoram	-	-	-	0
25	Nagaland	-	-	-	0
26	Odisha	9	-	-	9
27	Pondicherry	-	-	-	0
28	Punjab	-	-	-	0
29	Rajasthan	9	-	-	9
30	Sikkim	-	-	-	0
31	Tamil Nadu	-	-	-	0
32	Telangana	-	-	-	0
33	Tripura	-	-	-	0
34	Uttar Pradesh	-	-	-	0
35	Uttarakhand	-	-	-	0
36	West Bengal	-	-	-	0
	TOTAL	18	3	9	30

D I G I T A L

S. No.	State	Rank	Total	Availability of website in regional language	Easy to use & Interactive	State Grievance Redressal portal
1	Andaman & Nicobar Islands	10	6	0.5	1	1
2	Andhra Pradesh	8	6.5	0.5	1	1
3	Arunachal Pradesh	18	4.5	0	0.5	1
4	Assam	21	4	0	1	0.5
5	Bihar	31	2.5	0.5	0	1
6	Chandigarh	27	3	0	0.5	0
7	Chattisgarh	15	5.5	1	0.5	1
8	Dadra & Nagar Haveli	27	3	1	0	1
9	Daman & Diu	35	0.5	0	0	0.5
10	Delhi	5	7	1	0	1
11	Goa	1	7.5	1	1	1
12	Gujarat	15	5.5	1	0	1
13	Haryana	27	3	0	1	0
14	Himachal Pradesh	5	7	1	1	1
15	Jammu & Kashmir	18	4.5	0	0	1
16	Jharkhand	10	6	1	1	0.5
17	Karnataka	10	6	1	1	0.5
18	Kerala	1	7.5	0.5	0.5	1
19	Lakshadweep	33	2	0	0	0
20	Madhya Pradesh	8	6.5	1	1	1
21	Maharashtra	1	7.5	1	1	1
22	Manipur	36	Couldn't be rated as the state portal's server was down			
23	Meghalaya	25	3.5	0	0.5	1
24	Mizoram	31	2.5	0	1	1
25	Nagaland	25	3.5	0	0.5	1
26	Odisha	10	6	0.5	1	1
27	Pondicherry	27	3	0	0	1
28	Punjab	18	4.5	1	0	1
29	Rajasthan	1	7.5	0.5	1	1
30	Sikkim	33	2	0	0	0
31	Tamil Nadu	21	4	1	0.5	1
32	Telangana	15	5.5	0.5	1	1
33	Tripura	21	4	0	0	0.5
34	Uttar Pradesh	10	6	1	0.5	1
35	Uttarakhand	5	7	1	0.5	1
36	West Bengal	21	4	0.5	1	0

P R E S E N C E						
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	%
0	1	0	0.5	1	1	66.67%
1	1	1	1	0	0	72.22%
1	1	0	1	0	0	50.00%
1	0	0.5	1	0	0	44.44%
1	0	0	0	0	0	27.78%
0	1	0	1	0.5	0	33.33%
1	0	0.5	0.5	1	0	61.11%
1	0	0	0	0	0	33.33%
0	0	0	0	0	0	5.56%
1	0.5	0.5	1	1	1	77.78%
1	0	1	1	0.5	1	83.33%
1	1	0.5	0	1	0	61.11%
0	0	0.5	1	0.5	0	33.33%
0	1	0.5	1	0.5	1	77.78%
1	0.5	0	1	1	0	50.00%
0	0	1	1	0.5	1	66.67%
0	1	0	1	0.5	1	66.67%
1	1	0.5	1	1	1	83.33%
0	1	0	1	0	0	22.22%
1	1	0.5	1	0	0	72.22%
1	1	0.5	1	0	1	83.33%
						0.00%
0	1	0	0.5	0.5	0	38.89%
0	0	0	0	0.5	0	27.78%
1	0	0	1	0	0	38.89%
0	0.5	0.5	1	0.5	1	66.67%
0	1	0	1	0	0	33.33%
0	1	0	1	0.5	0	50.00%
1	0.5	1	1	0.5	1	83.33%
0	1	0	0	0	1	22.22%
0	1	0	0.5	0	0	44.44%
0	1	1	1	0	0	61.11%
0	1	0	1	0.5	1	44.44%
0	1	0.5	1	0	1	66.67%
1	1	0	1	0.5	1	77.78%
0	1	1	0	0.5	0	44.44%

Case Resolution										
S. No.	State	Rank	Disposal Ratio							
			Average	2011	2012	2013	2014	2015	2016	2017
1	Andaman & Nicobar Islands	6	71.78%	100.00%	95.24%	90.24%	86.84%	64.10%	51.02%	15.00%
2	Andhra Pradesh	3	78.43%	95.64%	94.94%	95.32%	92.64%	82.76%	66.36%	21.35%
3	Arunachal Pradesh	23	30.71%	22.50%	23.53%	36.07%	37.10%	38.57%	31.71%	25.53%
4	Assam	29	16.48%	29.96%	24.78%	20.04%	18.90%	12.80%	6.87%	2.03%
5	Bihar	35	5.67%	8.42%	10.14%	6.51%	5.82%	5.18%	2.66%	0.96%
6	Chandigarh	1	89.51%	97.32%	96.94%	96.31%	94.81%	93.45%	90.22%	57.52%
7	Chattisgarh	12	48.79%	72.52%	62.80%	53.75%	51.93%	46.24%	36.75%	17.56%
8	Dadra & Nagar Haveli	28	18.43%	40.00%	11.11%	50.00%	5.88%	0.00%	15.38%	6.67%
9	Daman & Diu	10	57.14%	0.00%	0.00%	0.00%	100.00%	100.00%	100.00%	100.00%
10	Delhi	32	11.12%	8.55%	10.88%	12.55%	16.33%	15.16%	9.64%	4.73%
11	Goa	2	80.93%	89.19%	88.24%	90.39%	89.22%	85.75%	80.05%	43.64%
12	Gujarat	17	37.44%	55.34%	57.01%	48.77%	44.22%	33.09%	18.54%	5.13%
13	Haryana	14	46.47%	47.86%	54.49%	57.94%	56.17%	52.51%	41.31%	15.03%
14	Himachal Pradesh	16	45.50%	65.36%	60.22%	55.99%	53.15%	40.69%	31.18%	11.88%
15	Jammu & Kashmir	36	4.87%	0.00%	7.69%	6.55%	6.47%	3.85%	4.46%	5.04%
16	Jharkhand	25	25.78%	72.55%	25.73%	22.35%	24.79%	21.97%	7.58%	5.49%
17	Karnataka	5	71.83%	90.12%	86.01%	77.98%	85.95%	75.78%	61.71%	25.22%
18	Kerala	21	32.41%	50.92%	47.62%	39.82%	34.20%	28.19%	18.90%	7.24%
19	Lakshadweep	30	15.58%	0.00%	9.09%	0.00%	100.00%	0.00%	0.00%	0.00%
20	Madhya Pradesh	24	28.04%	48.03%	39.97%	34.90%	30.03%	23.78%	15.26%	4.32%
21	Maharashtra	27	22.19%	33.02%	26.18%	23.21%	24.28%	24.75%	18.72%	5.19%
22	Manipur	11	54.71%	54.55%	100.00%	75.00%	51.28%	51.06%	31.33%	19.77%
23	Meghalaya	34	6.78%	7.58%	7.12%	12.57%	9.18%	5.05%	3.96%	2.03%
24	Mizoram	26	24.80%	54.05%	45.24%	24.49%	1.23%	28.99%	12.33%	7.29%
25	Nagaland	31	14.47%	16.67%	42.86%	15.38%	10.53%	8.57%	7.27%	0.00%
26	Odisha	20	32.82%	50.68%	45.49%	44.92%	39.55%	26.67%	15.70%	6.74%
27	Pondicherry	19	35.21%	44.05%	44.12%	43.44%	45.98%	38.16%	22.97%	7.75%
28	Punjab	9	58.65%	68.98%	64.73%	63.12%	63.34%	68.54%	53.91%	27.93%
29	Rajasthan	13	48.65%	70.95%	64.91%	59.98%	59.32%	45.83%	29.59%	9.96%
30	Sikkim	8	60.38%	100.00%	100.00%	85.71%	69.57%	46.15%	14.58%	6.67%
31	Tamil Nadu	22	31.96%	64.72%	55.04%	44.01%	30.54%	16.89%	9.43%	3.08%
32	Telangana	15	45.68%	83.94%	63.37%	64.94%	53.14%	33.88%	17.19%	3.29%
33	Tripura	4	74.25%	75.00%	60.00%	80.39%	87.10%	86.12%	78.66%	52.49%
34	Uttar Pradesh	33	7.16%	7.05%	7.88%	9.45%	10.30%	8.38%	5.17%	1.90%
35	Uttarakhand	18	35.95%	75.78%	56.84%	43.47%	30.16%	23.60%	17.70%	4.10%
36	West Bengal	7	66.88%	83.57%	84.21%	84.30%	79.32%	68.40%	49.23%	19.18%

Final Ranking						
Rank	State	40%	40%	10%	10%	Final Score
		Digital Presence	Case Resolution	Ease of Doing Business	Questionnaire Responses	
1	Andhra Pradesh	72.22%	78.43%	98.92%	33.33%	73.49%
2	Goa	83.33%	80.93%	60.66%	0.00%	71.77%
3	Rajasthan	83.33%	48.65%	99.19%	33.33%	66.04%
4	Karnataka	66.67%	71.83%	98.10%	0.00%	65.21%
5	Himachal Pradesh	77.78%	45.50%	91.39%	0.00%	58.45%
6	Andaman & Nicobar Islands	66.67%	71.78%	1.55%	0.00%	55.53%
7	Uttarakhand	77.78%	35.95%	97.56%	0.00%	55.25%
8	West Bengal	44.44%	66.88%	99.19%	0.00%	54.45%
9	Chattisgarh	61.11%	48.79%	99.19%	0.00%	53.88%
10	Odisha	66.67%	32.82%	97.02%	33.33%	52.83%
11	Telangana	61.11%	45.68%	98.10%	0.00%	52.53%
12	Maharashtra	83.33%	22.19%	96.48%	0.00%	51.86%
13	Kerala	83.33%	32.41%	51.99%	0.00%	51.50%
14	Chandigarh	33.33%	89.51%	14.97%	0.00%	50.63%
15	Gujarat	61.11%	37.44%	99.19%	11.11%	50.45%
16	Tripura	44.44%	74.25%	27.32%	0.00%	50.21%
17	Madhya Pradesh	72.22%	28.04%	98.92%	0.00%	50.00%
18	Punjab	50.00%	58.65%	54.50%	0.00%	48.91%
19	Jharkhand	66.67%	25.78%	99.19%	0.00%	46.90%
20	Haryana	33.33%	46.47%	99.46%	0.00%	41.87%
21	Tamil Nadu	44.44%	31.96%	95.39%	0.00%	40.10%
22	Uttar Pradesh	66.67%	7.16%	96.21%	0.00%	39.15%
23	Delhi	77.78%	11.12%	34.17%	0.00%	38.98%
24	Assam	44.44%	16.48%	92.95%	0.00%	33.67%
25	Sikkim	22.22%	60.38%	0.27%	0.00%	33.07%
26	Arunachal Pradesh	50.00%	30.71%	0.00%	0.00%	32.29%
27	Pondicherry	33.33%	35.21%	16.90%	0.00%	29.11%
28	Daman & Diu	5.56%	57.14%	32.13%	0.00%	28.29%
29	Jammu & Kashmir	50.00%	4.87%	37.32%	0.00%	25.68%
30	Dadra & Nagar Haveli	33.33%	18.43%	24.59%	0.00%	23.17%
31	Nagaland	38.89%	14.47%	14.04%	0.00%	22.75%
32	Bihar	27.78%	5.67%	87.74%	0.00%	22.15%
33	Manipur	0.00%	54.71%	0.27%	0.00%	21.91%
34	Mizoram	27.78%	24.80%	5.11%	0.00%	21.54%
35	Meghalaya	38.89%	6.78%	0.00%	0.00%	18.27%
36	Lakshadweep	22.22%	15.58%	0.00%	0.00%	15.12%

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.
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Assumptions

Ease of doing Business

- The data of the implementation score card was taken on 11th Feb 2018.
Source: <http://eodb.dipp.gov.in/index.aspx>

Digital Presence

- Rating was done in a span of 7 days (12th – 18th Feb 2018)
- Manipur state's website was not rated as server was down during the time span of rating
- Team of 5 members was involved in assigning digital rating scores to remove any kind of biasedness

Case Resolution

- Data collection was completed in a span of 6 days (20th - 25th 2018)
 - Data available on ConfoNet's Dashboard is taken as it is, while many state and district commission had no data for certain years
 - Ranking might have been different if missing data was available
 - Team of 5 members was involved in quality check of the data to remove any errors.
Source: confonet.nic.in
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QCI Team

The people involved in collection of data and analysis from Quality Council of India are:

- Mohit Khullar • Saila Sri Khambatla • Deepak Madaan • Hemant Kumar • Vishal Kumar Arya.
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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.



ORBITUARY

S. Krishnan, I.A.A.S. (Retired)

1933 – 2018

Born on 14th October 1933 and Passed Away on 9th March 2008. He was a graduate in B.Sc, Physics from Delhi University and Mathematics from Punjab University. He qualified in Indian Civil Service and joined the Indian Audit and Accounts Service (I.A.A.S.) in December 1957 through the Combined all India Civil Services Examination conducted by the Union Public Service Commission in 1956. He retired from Civil Service on 31st October 1991 on attaining the age of 58. While he was in Civil Service, he served in various capacities in different offices of the Indian Audit and Accounts Department (I.A.A.D.) including that of Director Staff in the Office of the Comptroller and Auditor General of India at the headquarters Office of the I.A.A.D-dealing with the policy and administration of about 30,000 staff of various categories all over India, for over 2 ½ yrs.

Served on deputation outside the I.A.A.D, in various capacities as follows:

- Financial Adviser, North East Frontier Agency, (now Arunachal Pradesh), and Ex-Officio Deputy Secretary, Ministry of Finance, Govt. of India, for over 5 yrs.
- Financial Adviser and Chief Accounts Officer, Delhi Milk Scheme, a Depttl. Public Undertaking, for over 2 ½ yrs.
- Deputy Secretary / Director, Deptt. of Personnel and Admn. Reforms, Govt. of India, dealing with the Personnel Policy of the entire Estt. of the Govt. of India and framing of Rules and Regulations at Senior Management level for over 5 yrs.
- Chief Financial Controller, Hindusthan Aeronautics Ltd(HAL) Bangalore— a Public Sector Undertaking of the Govt. of India, Manufacturing airplanes for the Indian Air Force, for over 2 ½ yrs. Was responsible in this capacity, for the total Financial Management of MIG Complex and the Bangalore Complex dealing with manufacture and supply of MIG and Jaguar aircraft and accessories to the Indian Air Force, under license from Russia and British Aerospace.
- Joint Secretary, Deptt. of Personnel Administrative Reforms, dealing with the Personnel Policy of the entire Establishment of the Govt. of India at Top Management level, for over 3 ½ yrs. Was involved in this capacity in the framing of Rules and Regulations as also drafting of Legislation such as the Central Administrative Tribunal for process by Parliament.
- Member (Finance), Deptt. of Posts, and Additional Secretary, Ministry of Finance, Govt. of India, for 5yrs. In this capacity, dealt with the Budgeting, Financial Management and Accounting of a network of over 150,000 Post Offices. Implemented many innovative procedures for cost saving and increased revenue. Also served as Member (Finance), Deptt. of Telecom for more than one year during this period.

He had also several Foreign Assignments

- Financial Management Study tour of USA, under USAID program.
- Visited USSR, on several occasions, on behalf of HAL, Bangalore, for negotiations in connection with licensed manufacture of MIG aircraft and purchase of equipment and spare parts.

- U.N assignment under Universal Postal Union, on Postal Rate Fixing for African Countries at Arusha in Tanzania.
- Delegate to the World Postal Congress, at Washington, USA.
- Delegate to the Asian Pacific Postal Congress, at Rotoura, New Zealand.
- Visited Rome and other cities in Italy for Telecom purchases and negotiation

Post Retirement Assignments and Experience

- Served as Consultant, Deptt. of Administrative Reforms and Public Grievances, of the Govt. of India, for formulation and implementation of Citizens' Charters as also setting up of Information and Facilitation Centres for various Ministries/ Deptts./ Organizations.
- Member, Core Group, set up by the Govt. of India, under the Chairmanship of Secretary, Ministry of Personnel and Administrative Reforms, for implementation of Citizens' Charter.
- Served as Member, Board of Arbitration presided over by retired Judge, for dealing with disputes between the Govt. and the Staff side, under the Joint Consultative Machinery Scheme, for redressal of Staff Grievances, on several occasions.
- Served as Consultant, Expenditure Reforms Commission set up by the Govt. of India and conducted and submitted a Report based on a study of Autonomous Bodies functioning under various Ministries/ Deptts.
- Served as Consultant for many other Organizations like the Central Pollution Control Board, Institute of Cultural and Social Science Research, National Institute of Peoples' Participation in Child Development, Institute of Physically Handicapped and five of its sister organizations dealing with various kinds of handicaps, etc.
- Participated as a delegate representing Freemasons of India at the World Conference of Freemasons at Washington, U.S.A as also later at the World Conference of Freemasons at Libreville, Gabon, West Africa and presented papers

Membership of Institutions and Organizations

- Life Member, Indian Institute of Public Administration, Delhi
- Member Institute of Public Auditors of India, Delhi.
- Freemason of long standing of over 60 yrs. Served both as Secretary General of the Masonic Organization in the country and as Head of Freemasonry of the Northern Region. Also recipient of Grand Master's Distinguished Service Award of Order of Service to Masonry (O.S.M.)

Served for more than 8 years as Advisor and Director of Consumer Coordination Council (CCC), an issue based National Coalition of leading Consumer Organizations in the Country. He was on the editorial board of the Consumer Magazine THE AWARE CONSUMER. **He was the Founder Chairman of Healthy You Foundation and a Board Member and Adviser of Consumer Online Foundation and Partnership for Safe Medicines India Initiative till his last days as an active citizen.**

JURY MEETING . NEW DELHI . 12 March, 2018



Led by Mr. L. Mansingh, Former IAS
Chairman, Consumer Online Foundation



Jury Members:

1. Ms. Meera Shankar, IFS Retd.
2. Mr. P.P. Srivastava, IAS Retd.
3. Mr. P.C. Jha, IRS Retd.
4. Dr. Sangita Sharma
5. Dr. Manisha Kukreja
6. Mr. Ram A Poddar
7. Mrs. Meenakshi Dutta Ghosh, IAS Retd.



Assisted by:

1. Mohit Khullar
2. Mallika Verma
3. Sheetal Rana