

Indian Institute of Public Administration

The Indian Institute of Public Administration was established in 1954 as an autonomous body under the Societies Registration Act. It was formally inaugurated by the first Prime Minister of India and the first President of the Society, Pt. Jawaharlal Nehru, on March 29, 1954 in New Delhi. The Institute has made its mark as the country's premier training Institute, now housing as many as 12 Centers of excellence such as: Centre for Public Policy, Planning and Development Studies; Centre for Economic Analysis and Financial Management; Centre for Rural Development Administration and Panchayati Raj; Centre for Human Resources Development and Behavioural Studies; Centre for Management Studies, Public Enterprises and Computer Applications; Centre for Urban Studies; Centre for Social Welfare Administration and Administration of Justice, Centre for Consumer Studies and Centre for Learning in ICT and e-Governance, Centre for Climate Change, Environment and Drought Administration, Centre for Ethics in Governance and Governance Data Base and Resource Centre

Major Activities

The main aim of the founding fathers of the Institute was that the organisation should not only stimulate a proper study of public administration and train directly a number of persons in the discipline, art and practice of administration, but also act as a catalyst in various fields of administration in the country. Through a long chain of programmes of research, training, advisory and consultancy, conferences and seminars, case-studies, publication of journals and books devoted to research in specific fields of administration, the Institute over the past five decades has made significant contribution to the various sectors of public administration at the central, state and local levels. Since 1991, consumer protection and consumer welfare is one of the thrust areas of the Institute's activities.

Centre for Consumer Studies (CCS)

In view of the emerging global markets and concerns for good governance coupled with rising expectations of the people for better services, quality goods, availability of choice and value for money, there is universal emphasis for protection and promotion of Consumers' rights and interests. It is well recognised, world over, that protection of Consumers' rights and interests not only promotes the interests of business but also of the state as well. To give boost to the efforts of the Government in the area of Consumer protection and Consumer welfare the need of a dedicated Centre was felt at the Government level. It was further realised that the involvement and convergence of various stakeholders particularly the institutions of local self government in the area of consumer protection will certainly prove to be beneficial in furtherance of the policy objectives of the Department of Consumer Affairs. In view of the above, the Department of Consumer Affairs, Ministry of Consumer Affairs, Food, and Public Distribution, Government of India, has established a dedicated Centre for Consumer Studies (CCS) at the Indian Institute of Public Administration (IIPA),

New Delhi. The Centre operates within the legal framework of the IIPA and the policy directions of the Monitoring Committee chaired by the Secretary, CA, Government of India. The role of the Centre is both operational as well as promotional.

The Centre for Consumer Studies keeps abreast of the long-term policies, to position itself as a major contributor to the identification of issues and priorities as well as solutions to ensure better protection of the consumers. Its success largely depends on close networking, cooperation, teamwork and shared knowledge with not only government organizations, but also by building up partnerships with various other institutions and organizations. The vision is to create a professional organization which allows the government to govern better and to create opportunities to maximize the benefit to the consumers.

The Centre seeks to network, with national and international agencies and interface with other stakeholders by serving as a bridging "think tank", with an intensive advocacy role. It acts as a forum for creating dialogue among policy-makers, service providers, representatives of various business establishments and their associations, professional bodies/associations, civil society organisations, educational/research institutions, economic and social development organizations as well as leading NGOs. It also acts as a storing and clearing-house for the exchange and constant flow of information, ideas and activities relating to consumer protection and welfare. The Centre closely works in association with the DCA, Government of India, National/State Consumer Disputes Redressal Commissions and District Forums. The CCS is envisaged as a Centre functioning with flexibility and openness. Its broad areas of focus comprise;

Aim

The aim of the Centre is to perform, facilitate and promote better protection of Consumers' rights and interests with special reference to rural India.

Objectives

The objectives of the Centre are to:

- conduct / facilitate in-depth action research in the area of consumer protection and consumer welfare;
- organize and help other organizations in training of personnel engaged in administration and adjudication of consumer justice in the country;
- network with the other institutions/ organisations, nationally and internationally working for the cause of consumer rights protection;
- organise seminars/ workshops/ conferences/ round tables on the contemporary issues relating to consumer protection;

- sensitise trade and industry and the service providers to the requirements of the consumers, especially to alternative and informal mechanisms to resolve their complaints and redress their grievances;
- create resource center for future research and publish books/ monographs/ occasional papers to fill up existing knowledge gap; and
- provide policy inputs to the Department of Consumer Affairs from time to time.

Activities of the Centre

The Centre performs the following activities:

- in-depth action research in the area of consumer protection and consumer welfare with a special emphasis on rural areas;
- training of personnel engaged in administration and adjudication of consumer justice in the country and the elected representatives of the local bodies;
- networking with the other institutions/ organisations, nationally and internationally;
- organise seminars/ workshops/ conferences/ round tables on the contemporary issues relating to consumer protection;
- sensitise trade and industry and the service providers to the requirements of the consumers;
- create resource center for future research;
- publish books/ monographs/ occasional papers to fill up existing knowledge gap and
- provide policy inputs to the Department of Consumer Affairs from time to time.

State Consumer Helpline Knowledge Resource Management Portal (SCHKRMP)

The Department of Consumer Affairs, Government of India in partnership with the Centre for Consumer Studies, Indian Institute of Public Administration, New Delhi has set up a National Nodal Agency known as the State Consumer Helpline Knowledge Resource Management Portal (SCHKRMP). The Knowledge Resource Management Portal will coordinate and monitor the activities of State Consumer Helpline's (SCH), provides solutions and advisory services to these helplines, maintains knowledge database, build capacity of the SCHs' personnel and provide for integration and convergence. The purpose of monitoring is to ensure that all activities of the project are implemented; the IT platform is properly used; complaints are handled appropriately; campaign themes are aligned to the overall objectives; and SCHs are equipped with the necessary resources. The Knowledge Resource Management Portal works in close coordination with various state governments and other stakeholders.

The responsibilities of the Knowledge Resource Management Portal comprises of the following tasks:

- > Coordination of activities of SCHs;
- > Monitoring of activities of SCHs;
- > Provision of IT-infrastructure and knowledge-management;
- > Provision of training; and
- > Preparation of campaign materials;
- > Advocacy

