

**INDIAN INSTITUTE OF PUBLIC ADMINISTRATION**  
**STATE CONSUMER HELPLINE KNOWLEDGE RESOURCE MANAGEMENT**  
**PORTAL**

**License Agreement**

**Department of Food and Civil Supplies and Consumer Affairs**

**Govt. of .....**

**Background:**

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 State Consumer Helpline Knowledge Resource Management Portal (SCHKRMP). The Knowledge Resource Management Portal will coordinate and monitor the activities of State Consumer Helplines (SCH), provide solutions and advisory services to these helplines, maintain knowledge and database, build capacity of SCH's personnel and provide for integration and convergence. The complaint database provides useful information to the Central and State Governments on specific sectors with respect to the companies resolving / handling consumer's grievances. At the same time, the knowledge database provides advisories to SCH (State Consumer Helpline) teams with various possibilities in a given scenario. The IT application and knowledge database has been hosted on Server at Indian Institute of Public Administration (IIPA) since June 2012. IIPA will be responsible for the regular maintenance of IT server, software updates including quality management.

**Agreement Terms:**

This is an Agreement between IIPA and Department of Food and Civil supplies and Consumer Affairs, Govt. of ..... on the use of common IT portal (hereinafter called "IT Portal"). This is a web based IT portal and includes a consumer complaint data base, inventory of best practices, knowledge database in the form of Frequently Occurring Problems (FOPs), structured advice, referrals and an inventory of self-help material.

**Grant of license:**

IIPA hereby grants a non-exclusive permanent license to Department of Food and Civil Supplies and Consumer Affairs, Govt. of ..... for the use of IT portal. There is no license fee for the use of IT portal. For the registration in the IT portal, Department of Food and Civil supplies and Consumer Affairs, Govt. of ..... will

provide certain information including name of authorized users with valid email addresses. User name and password will be provided by IIPA as required. IIPA will offer training for the use of IT portal and follow up support over telephone.

Using the IT portal the users will be able to enter the consumer complaints in the database, can access the knowledge database and can refer the complaints to specialized agencies / authorities. By using IT portal, users can generate statistical data and graphics to facilitate monitoring and reporting.

Department of Food and Civil Supplies and Consumer Affairs, Govt. of ....., will use the IT-portal for the registration of consumer complaints and other consumer queries under its various activities. It will instruct its advisors how to use the IT-portal with support and training offered by IIPA. It will make best efforts to ensure correct data entry by its advisors. Passwords should be kept confidential and abuse of data should be strictly avoided. Department of Food and Civil Supplies and Consumer Affairs, Govt. of ..... will provide feedback to IIPA from time to time regarding the experience with the IT-portal and possible suggestions for improvement.

This agreement can be terminated by either side by giving 3 months advance notice to the end of the month.

### **Monitoring**

IIPA may carry out customer satisfaction surveys from time to time among the users entered in the database and will inform the department about the results. IIPA will generate anonymised reports on the basis of the entered complaint data to inform Department of Consumer Affairs (DoCA) about specific consumer problems.

Signed on .....

(.....)  
Govt. of .....

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