

**GOVERNMENT OF INDIA  
COMMUNICATIONS AND INFORMATION TECHNOLOGY  
LOK SABHA**

STARRED QUESTION NO:253

ANSWERED ON:10.08.2005

CONSUMER SERVICE PORTAL

Maheshwari Smt. Kiran;Patil Shri Anna Saheb M.K.

**Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:**

- (a) whether the Government has taken a decision to introduce a consumer service portal;
- (b) if so, the details thereof;
- (c) the salient features of the said portal; and
- (d) the time by which the said portal is likely to start functioning?

**Answer**

MINISTER OF COMMUNICATIONS & INFORMATION TECHNOLOGY (DAYANIDHI MARAN)

(a) to (d): A Statement is laid on the Table of the Lok Sabha.

STATEMENT REFERRED TO IN REPLY TO LOK SABHA STARRED QUESTION NO.253 FOR 10-08-2005 REGARDING CONSUMER SERVICE PORTAL

(a), (b), (c) and (d) : National Informatics Centre (NIC), an attached office of the Department of Information Technology (DIT) is providing technical consultancy to the Ministry of Consumer Affairs, Food & Public Distribution for the Consumer Portal (<http://core.nic.in>) under their Project titled, Consumer Online Resource & Empowerment (CORE). This portal, operated & managed by Consumer Coordination Council, is providing services to Consumers on consumer related issues.

Separately, DIT through NIC intends to set up an 'India Portal' with the prime objective of facilitating Single Window, web-based availability of government information and services at the national level.