

**GOVERNMENT OF INDIA
CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION
LOK SABHA**

UNSTARRED QUESTION NO:133

ANSWERED ON:20.02.2006

INDEPENDENT CONSUMER PRODUCT TESTING MECHANISM

Rao Shri Sambasiva Rayapati;Saradgi Shri Iqbal Ahmed

Will the Minister of CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION be pleased to state:

- (a) whether the Government has decided to institute an independent consumer product testing mechanism similar to the `Charter Mark System` in United Kingdom for ensuring quality standards for Government Organizations;
- (b) if so, the details thereof and the time by which it is likely to be notified by the Bureau of Indian Standards; and
- (c) the extent to which it is likely to benefit the consumers?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF AGRICULTURE AND THE MINISTER OF STATE IN THE MINISTRY OF CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION (SHRI TASLIMUDDIN)

(a) to (c): A model for conceptualizing and implementing a mechanism for recognizing and evaluating excellence in the implementation of Citizens` Charter and to develop a rating system for grievance redress mechanism and service delivery has been developed. The three components of this scheme are:-

(i) Assessment and recognition of excellence in the implementation of Citizens` Charter;

(ii) Public Grievance Redress Mechanism Rating Model and

(iii) Assessment of Institutions for Excellence in Service Delivery. The standards on the model have already been developed and published by the Bureau of Indian Standards in December, 2005 in consultation with the Department of Administrative Reforms and Public Grievances and other organisations. The model is proposed to be implemented in identified Ministries / Departments and organisations of Government of India having large public interface. On Introduction, the scheme is expected to improve quality of service delivery by Ministries / Departments/Organizations under Government of India.