

F.No - J-24/12/2019 - Part (1)

Ministry of Consumer Affairs, Food and Public Distribution
Department of Consumer Affairs

Invitation for Expression of Interest
Evaluation/Impact Assessment Study of the Consumer Protection Act, 2019

1. Consumer Protection Act, 2019 - An introduction

With a view to modernise and further strengthen the consumer protection legislation, the Consumer Protection Act, 2019 was enacted on 9th August, 2019. The new Act has come in to force w.e.f. 20th July, 2020, replacing the old Consumer Protection Act, 1986.

As was in the old Act, the new Act provides for establishment of a three tier quasi-judicial machinery, called the Consumer Commissions, at the district level (District Commission), state level (State Commission) and at the national level (the National Commission). Consumers can file complaints against any defect in goods purchased or deficiencies in any services availed of, including any unfair/restrictive trade practices adopted, through these specialized quasi-judicial agencies. These consumer commissions have been mandated by the law to render simple, inexpensive and speedy redressal of consumer disputes.

The new Act contains several new features such as establishment of an agency called the Central Consumer Protection Authority (CCPA) to promote, protect and enforce the rights of consumers as a class, post-litigation court annexed mediation to expedite settlement of consumer disputes, product liability, provision for making rules to regulate unfair trade practices in e-commerce and direct selling, provision for penalty for adulteration of products and manufacture/sale of spurious goods.

In addition to this, there are several provisions with regard to simplification of the adjudication process in the Consumer Commissions such as enhancement of pecuniary jurisdiction of the Consumer Commissions, filing of complaints from a consumer Commission having jurisdiction over the place of residence/work of consumer, e-filing & e-payment, video conferencing for hearing, deemed admissibility of complaints if not admitted within twenty-one days etc.

2. Objectives of the Study and Scope of Work (may undergo modification at the Request for Proposal (RfP) stage)

The objective of the Impact Assessment Study is to explore the various options for the Reorientation of the Consumer Commissions towards providing an affordable, effective and speedy justice to the Consumers and make them consumer friendly. Accordingly, the following is expected from the proposed assessment for having a holistic view of the progress made viz.:-

- (i) To identify the key accomplishments of the scheme/initiative
- (ii) to identify the state wise impact across different demographic indicators viz. youth, women etc.
- (iii) To identify and fill the data gaps i.e. data gap analysis with regards to e-filing, mediation, speedy disposal of cases etc.
- (iv) Recommendation for making the scheme more impactful etc.

3. Method of organizing the Evaluation Study

The study would be conducted by engaging an independent 3rd party evaluating agencies/organisation. The Evaluating Agencies would be selected through the process of invitation of Technical and Financial Bids after shortlisting suitable number of Independent Agencies. The interested organizations may devise and indicate the methodology they are going to adopt in conducting such evaluation study which would be subject to acceptance by Department of Consumer Affairs (DoCA). The assistance needed from DoCA and other related bodies/agencies/State/UT Govts. may be clearly indicated.

4. Time Frame

Three months from the date of Award of Work, with following broad sub-timelines.

S.No.	Key Activities	Time Lines
1.	Working out a detailed methodology, study design, analytical framework, and activity wise time frame of the study in consultation with DoCA	10 days from the date of award of work
2.	Field work, interaction with stakeholders and other activities, as required	1 month from award of work
3.	Submission of Draft Report to DoCA with 3 hard copies (colour), along with soft copy and raw data/data files/other details collected in connection with study	2 months from award of work
4.	Presentation before DoCA/ seeking comments of DoCA on the Draft Report	Within 15 days of submission of Draft Report to DoCA
5.	Submission of Final report of 5 (five) hard copies (colour) along with soft copies and all raw data/other details/data files collected in connection with the study	15 days from receipt of comments from DoCA

5. Who can submit Expression of Interest (EOI)

The Applicant shall be a Government/Semi-Government Institution/ PSU/ Partnership /Private limited company/trusts/societies working in the field of Research, Education or any similar area with the following minimum eligibility criteria:

(i) Proposals received from well-established and recognized organizations having the requisite experience and manpower, and ability to complete the work in the set time frame only.

(ii) Proposals received from individuals will be summarily rejected.

(ii) The organization should have conducted and completed:-

(a) at least five studies in the last 5 years [2017-18 to 2021-22 (1st April, 2017 to 31st March 2022)],

(b) out of which at least one should be for a Govt. Department/agency (Central or State or PSU) and

(c) out of which at least one should be having awarded/completed cost of Rs.10 lakh and above.

6. How to Apply

Interested organization/ Institution/ agency who satisfies the conditions mentioned in para 5 above may submit the expression of interest with relevant details in the 'Proforma' attached within one month of the issue of this Eoi. The Eoi application may either be sent through e-mail on the mishra.sunil@nic.in or uscpcu-ca@nic.in. The application may also be sent in hard copy addressed to

Shri Sunil Kumar Mishra
Deputy Secretary (GA,CPU & Publicity),
Department of Consumer Affairs,
Room No 461,
Krishi Bhawan,
New Delhi - 110001

7. Selection of Evaluation Agency

The Ministry would evaluate the EOIs submitted by the applicants and issue the Request for Proposal (RFP) to only the shortlisted organization/ institution/ agencies. RFP would be issued only when minimum of 3 applicants are shortlisted.

PROFORMA

1. Name of the Organization/Agency:

2. Contact Person:

3. Address:

4. Phone-
No.-

E-mail-

Mobile

Details of Evaluation Study conducted earlier by the Agency					
S.No	Name of the Project	Name of Client and Address	Date of Commencement of the Project	Date of Completion of the Project	Value (In ₹)

CERTIFICATE

It is certified that:

1. The information given above is True to the best of my knowledge. The organization shall stand liable for any information given above which is later found to be FALSE.
2. Our Agency/Organization/Institution is interested to undertake the proposed Evaluation Study.
3. I am competent to sign this Certificate.

Date:

Authorized

Signatory:

Place:

Name:

Seal of the Organization:

Designation: