

GENERAL INFORMATION

Introduction

CONFONET Scheme (Phase III) under the Department of Consumer Affairs, Government of India is being executed by the NIC. In addition to application support & maintenance, major activities under the new scheme are to provide new set of hardware and manpower in the form of Technical Support Persons (TSPs) at the State Commission and Operational staff in each District Consumer Fora. The existing data of consumer fora is being migrated from offline to online mode of Case Monitoring System (CMS) application by establishing Data Centre at of NIC at New Delhi.

The hardware supplied/ being supplied by NIC is as follows:

State Commissions

SN	Item Name	Qty
1	Desktop System with MS Office	10
2	Mono Multi Function Printer	1
3	Mono Laser Printer	1
4	5 KVA Online UPS with 60 min backup	1

State Commissions of NE States and UTs

SN	Item Name	Qty
1	Desktop System with MS Office	05
2	Mono Multi Function Printer	1
3	3 KVA Online UPS with 60 min backup	1

District Consumer Forums

SN	Item Name	Qty
1	Desktop System with MS Office	03
2	Mono Laser Printer	1
3	2 KVA Online UPS with 60 min backup	1

The manpower provided/ being provided by NIC is as follows:

- State Commission: One Technical Support Person (TSP)
- District Consumer Forum: One Operational Staff (DMA)

[However the Hardware & Manpower supply may vary at some locations due to administrative reasons]

Duties OF TSP/DMA

Duties of TSP and DMA have been made available on Confonet website. In addition to their routine duties the DMA will maintain hardware/ software details supplied under Confonet project in his District Consumer Forum under intimation to the Nodal officer of that Consumer forum. The TSP will maintain the details of Hardware/ software and manpower in his State Commission and all District Consumer Forums of that state under intimation to the Registrar/ Secretary of that State Commission.

E-mail IDs for all State Commission/ District Consumer forums have been created for the use of respective nodal officers. TSP/DMA posted at that location may operate their E-mail Id for official communication with permission/intimation of the concerned nodal officer.

WHOM TO CONTACT

For smooth implementation of the project, Following Officers may be contacted for the purpose mentioned against each Officer.

❖ At NIC Hqrs. New Delhi

SN	Officer Name	Purpose
1	Ravindra Kumar Technical Director, NIC Email: ravindra.kumar@nic.in Phone: 011-24305700	Purchase Order related queries
2	Ms. Lily Bisht Sr. System Analyst, NIC Email: lily.bisht@nic.in Phone: 011-24305245	Hardware Delivery/ Manpower Deployment, E-Learning and Data Migration related queries
3	V. K. Jegan System Analyst, NIC Email: vk.jegan@nic.in Phone: 011-24305251	Online CMS related & other technical queries
4	Support Team Email: confonet-info@nic.in Phone: 011-24367337	CMS Application related issues

❖ At State level -NIC State Centre

TSP to provide status/ updates to the NIC State Coordinator and may request for technical help, if required. List of NIC State Coordinators for the project have been made

available on the Confonet website. NIC State Coordinator may visit State Commission w.r.t. operational status of Confonet application and send feedback, if required.

❖ **At District level -NIC District Center**

NIC District Informatics Officer may be requested by the Nodal Officer of respective Consumer forum for technical help, if required at the District level. NIC District Informatics Officer may visit District Consumer forum w.r.t. operational status of Confonet application and send feedback, if required.

The Contact details of Department of Consumer Affairs (GoI) and NCDRC are available at their website i.e. fcamin@nic.in and ncdrc@nic.in.

❖ **For the issues related to Hardware and Manpower – Vendors**

List of vendors (Hardware & Manpower) have been made available on the website. The Nodal Officer/ TSP/ DMA may contact the concerned vendor for Hardware problems or Manpower deployment/ Replacement etc. While reporting hardware problem to the vendor, Name of Location, Machine Name & Make, Serial number, Problem description, Contact detail etc. must be clearly mentioned.