



Co-Creating India's Future

Strengthening Lawmaking
Through Public Consultations





Public Consultations: Around the Globe.....	01
What does the Pre-Legislative Consultation Policy say?.....	04
About Civis' Public Consultation Awards 2025.....	05
Tracking the Evolution of Public Consultations.....	07
Categories of Awards.....	09
The Framework for Evaluation.....	10
What's being Measured?.....	11
Navigating the Nominations.....	16
Meet Our Jury.....	19
The Trailblazers: Meet our Nominees.....	23
Best Consultation - Ministry.....	24
Best Consultation - State.....	26
Best Consultation - Statutory Body.....	28
Special Mention for Citizen-Government Engagement.....	31
Special Mention for Responsive Governance.....	34
About Civis.....	37
Civis' Approach to Consultations.....	38
Consultation and Strategy Support by Civis.....	39
Civic-Tech Assistance by Civis.....	40
Looking Ahead.....	42



This handbook is a walkthrough of the democratic lawmaking landscape in India, with a focus on the advancements in the year 2023-24, the efforts which have been acknowledged through Civis' Public Consultation 2025.

This work is also located in the context of global practice as well as trends in Indian law-making, which have expounded upon in the book. Civis shares the ethos, process of the second edition of these Awards and the future of our work, along with recognising the government champions that have endeavoured across the year to engage with citizens in their workings.



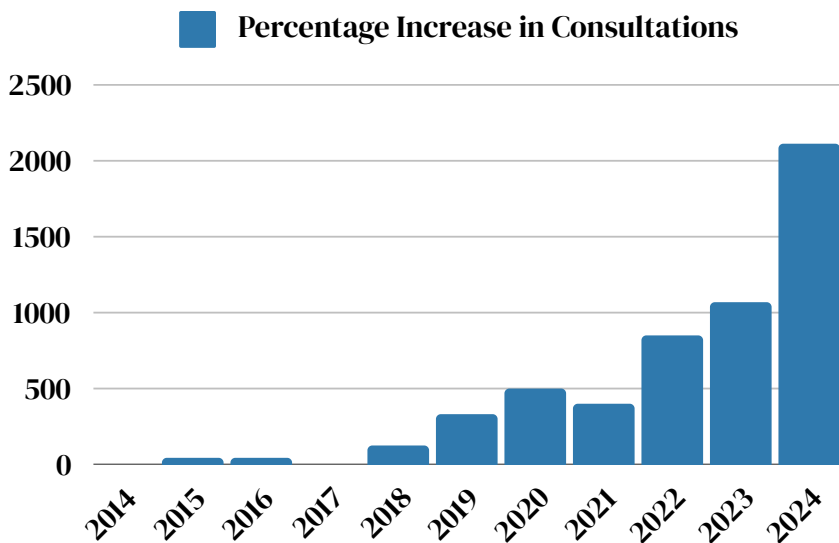
Public Consultations: Around the Globe

Civis' Inaugural Public Consultation Awards last year marked a decade of the Pre-Legislative Consultation Policy (PLCP) being published by the Ministry of Law and Justice. As a governmental recognition of the importance of transparent and participative law making, it incentivises central ministries of the Union of India to consult the public on any future laws. This comprehensive policy delineates a 12-point mandate governing the process and procedure of public consultations for proposed legislations.

While the PLCP is not a mandate, across the world, legislations and other non-coercive means of facilitating public consultation have been around. One of the earliest reforms of this nature was the 1946 Administrative Procedure Act, or APA passed by the United States federal government, which established a legal right for its citizens to participate in rule-making activities based on the principle of open access. Similar to the PLCP, the APA also calls for a 30 days consultation period.

A mandate exists in South Africa as well, drawn directly from its constitution (particularly sections 59(1)(a) and 72(1)(a)). Laws that do not comply with this mandate are struck down as unconstitutional and invalid, as the National Environmental Laws Amendment Act was in 2022. Other nations have informal or non-mandatory mechanisms that facilitate public participation. In our home continent, Taiwan has created a platform called vTaiwan, which allows for both online and in-person open public consultations, where experts, government officials, stakeholders, and citizens come together to create consensus and recommendations for national legislation. In France, similar steps are taken by individual ministries in their own capacities. Ongoing public debates can be viewed on their portal, vie-publique.fr.

Back home, since its enactment, the Pre-Legislative Consultation Policy has significantly boosted public involvement in the law-making process, marking India's shift toward a more deliberative democracy. As of 2024, the number of laws and policies being subject to public consultations have grown by a 2112.5% since 2014!



However, the Policy's effectiveness differs across consultations—while some attract substantial public engagement, others receive minimal input.

This contrast highlights the need for additional measures to ensure consistent success in promoting participation and transparency in legislative processes. Assessing how well Departments and Ministries have adhered to the policy since 2014 will be key to gauging its overall impact and pinpointing areas for enhancement, ultimately reinforcing India's democratic governance framework.





Delhi Legislative Assembly



What does the Pre-Legislative Consultation Policy say?

01

Departments should proactively publish draft laws digitally as well as through analogue methods.

02

Information related to the draft law should be furnished, like a document justifying the need for the new law, explaining its essential or key elements, the impact the proposed law can have on the financial, social and environmental domains (including the impact on lives and livelihoods of people). A document explaining key legal terms and provisions should also be published.

03

Opening the consultation on the draft law up for responses for at least 30 days, and proactively sharing it with the public during this period.

04

If specific stakeholders are impacted by the new law, they must be approached specifically through wider publicity.

05

Whenever new Acts or principal legislation are published, the details of previous rules that continue to apply should also be published with it.

06

After the period of responses from citizens ends, departments should publish on their website, a summary of all the feedback or comments received.

05



About Civis' Public Consultation Awards 2025

The inclusion of citizen opinions in law and policy making has been long practiced in democratic systems of government. This process has immense benefits for both citizens and governments. Citizens can actively participate in their own governance, and have a greater voice to hold their representatives accountable. On the other hand, policy makers can tap into public experience and knowledge, not having to rely solely on their own expertise in formulating policy.

Civis' Public Consultation Awards are an acknowledgement of this collaborative and complementary approach to governance. The inaugural edition of the awards last year, marked a decade of the publication of the Pre-Legislative Consultation Policy, the document that marked the government's commitment to growing participatory democracy. This year, the second edition of the awards, continues the endeavour of commending the deliberative practices set out and adhered to by government bodies in the country.

The Awards have also evolved from a vision of codifying best practices as well. As the adoption of consultation only continues to grow, the awards also serve the function of being an archival project, which will allow for future citizen-government engagement to build on them further. Codification as a process ensures consistency in practice, on which an early consultation paradigm can be built smoothly. Establishing clear standards and fostering public trust, ultimately strengthens these processes and sustainably ensures even the implementation of final policies.

In this vein, Civis has codified a methodology based on Indian and global best practices, academia and practical requirements of both government officers and citizens, to evaluate each public consultation that has been conducted in India over the previous financial year. This process has been created not just by Civis, but also the inputs of our jury from the inaugural edition of the awards, as well as inputs from experts in the domains of civic technology and public participation.



TRACKING THE EVOLUTION OF PUBLIC CONSULTATIONS

Over the past year, public consultations in India have seen remarkable growth—not just in numbers but also in quality, accessibility, and inclusivity. As part of the Public Consultation Awards, we analysed consultations from FY 2022-23 (which informed Civis' inaugural Public Consultation Awards 2024) and FY 2023-24 (which shapes the second edition of these awards).

CIPCA 2024

ADOPTION

Frequency of Consultations Conducted● **179 consultations**

Adoption of Public Consultations Across ...● **14 states and UTs**
States & UTs

Percentage of Consultations Targeting Specific Stakeholder● **5%**
for Outreach and Feedback

Percentage of Consultations Releasing Drafts With Explanatory Notes, Impact Assessment, Summaries and Background Data● **24.5%**

Number of Consultations Using Digital & Hybrid Engagement Methods ...● **30 consultations**

Average Period of Consultations● **14 days**
Remaining Open for Feedback

Percentage of Consultations Available in More Than One Language● **35%**

ACCESSIBILITY

ADDITIONAL INSIGHT

Consultations That Touched on Cutting-Edge Fields (Keywords used - Cyber, Sustainability, Green energy, Telecom, Advanced Machinery, etc)● **5.25% of consultations**

This spread offers a side-by-side comparison, showing how governments at both the central and state levels are improving the consultation process. We are seeing wider adoption of public consultations, more structured feedback windows, and increased use of digital platforms and multilingual accessibility. The data highlights a positive shift towards greater citizen participation in policymaking.

CIPCA 2025

288 consultations

Marked increase of 60.8%

19 states and UTs

Increase of 35.7%

12%

Experienced a 2-to-3 fold rise in tailored outreach

61.4%

Marked rise of 150%

50 consultations

Increase of 66.7%

20 days

A 42.8% longer window

60%

A jump of roughly 71.4%

15.75% of consultations

A whopping 200% increase

*visualisations for representation purpose only



Categories of Awards

After analysing each of the 288 public consultations released between April 2023 and March 2024 through a matrix designed using the PLCP and OECD guidelines and the UN Public Consultation Index, 25 consultations have been shortlisted as nominees across five categories.

The five categories of awards are:

Best Consultation - Ministry



Best Consultation - State



Best Consultation - Statutory Body



Special Mention - Responsive Governance



Special Mention - Sustained Excellence



10



The Framework for Evaluation



What's being Measured?

Quality of Consultation Document:

The quality of consultation documents from government bodies is a pivotal aspect, as it scrutinised the document(s) published by the consultation bodies, on the basis of which citizens were called to provide their feedback.

The scrutiny was based on the factors like simplicity, thorough explanations, justification, and background information provided. Point 2 of PLCP explicitly recommends that “The Department/Ministry concerned should publish/place in public domain the draft legislation or at least the information that may inter alia include brief justification for such legislation, essential elements of the proposed legislation, its broad financial implications, and an estimated assessment of the impact of such legislation on environment, fundamental rights, lives and livelihoods of the concerned/affected people, etc.”

This category makes room for four parameters:

Justification: This criterion assesses whether the need for the policy change and the context in which it is being proposed has been adequately explained. It examines whether the document effectively communicates the reasons behind the draft, including any societal, economic, or political imperatives that necessitate its consideration.

Essential Elements: Here, we look at whether the changes or provisions being introduced are clearly outlined in the draft. These include any proposals being made, key rights and penalties, or any other government intervention or policy decision. The test is whether these proposals are clear, with no room for ambiguity. Conversely, an absence of these elements can be seen in discussion papers or notices that may invite comments on ideas that are not well fleshed out.

Impact Assessment: This factor assesses whether the financial, social, or environmental impact that the proposed draft may have has been adequately analysed and stated. In case of financial implications, It looks at budget considerations, funding sources, and potential economic impacts. A transparent and detailed financial outline is crucial for informed decision-making. In case of potential environmental and social impacts, it examines whether there is a comprehensive evaluation of how the proposal may affect the environment and society, considering factors such as sustainability, community welfare, and ecological considerations.

Comprehension: This criterion gauges whether the draft can be easily understood by the average reader who may not have domain expertise in the subject of the draft. This process looks at a few key elements. Firstly, whether the language used is easily understandable to a broad audience, including individuals without specialised knowledge in the field. Secondly, whether any data or statistics, pictorial and graphical representations have been offered to make understanding the complicated policy proposals easier. Certain draft laws and policies also provide additional documents with explanatory notes, which will also be considered in scoring this criterion.

Scope of Engagement & Opportunities

While quantifying the intent to consult may be difficult, we can get a good sense of such intent by measuring the efforts in widening the scope of public engagement. Point 2 of the PLCP prescribes that for all consultations, the details “be kept in the public domain for a minimum period of thirty days.” This allows the citizens enough time to read, absorb, and deliberate on the draft document. It is also essential that consultation bodies go beyond publishing the requisite information in the consultation document, and actually make efforts to publicise the consultation to ensure well-rounded feedback is received. Creating awareness through digital and print media is recommended strongly under Point 1 of the PLCP where it states that “Every Department/Ministry shall proactively publish the proposed legislations both on the internet as also through other means.”

Expounding on the PLCP criteria, we have created two parameters to be considered under this category.



Duration: This criterion assesses whether the consultation was open for responses for less than or more than the recommended 30-day period. We have created an objective metric to score this criteria, such that on a five-point scale:

- Consultations that gave less than 20 days were marked a 1,
- Those that allowed between 20 to 29 days were given 2 points,
- Those that met the PLCP criteria of 30 days exactly received 3 points,
- Those that allowed for 30 to 59 days received 4 points, and lastly,
- Those that allowed for 60 days or more for comments received a full 5 points.

Outreach: Here, we look at whether the outreach undertaken for the consultation through various media channels including print and digital was sufficient to reach stakeholders. It evaluates the diversity and comprehensiveness of communication channels used, such as traditional media, social media, community forums, and other relevant platforms. Successful outreach ensures that a broad spectrum of stakeholders is aware of the consultation, fostering inclusivity and diversity in participation. Additionally, it considers whether the information provided through these channels is clear, accessible, and encourages active involvement in the consultation.

Inclusivity

Recognizing the significance of inclusivity, the evaluation extends beyond the consultation content to assess the accessibility of the consultation process to all citizen groups. This involves scrutinising whether consultation bodies have embraced multiple modes of feedback collection, offered translations into regional languages, and ensured accessibility for individuals with disabilities through features like screen readers. The OECD Practitioner's Guide on Stakeholder Consultations recommends that consultation bodies "assure clear and plain language drafting, including in translations." The OECD Guide also recommends evaluating consultations on the "transparency of the process and accessibility of the consultation, e.g., was there an equal opportunity to take part, was the process easily understood by stakeholders."



Feedback Collection: This criterion gauges whether multiple avenues to respond to the consultation were provided to the stakeholders to enable responses from a variety of citizens, who may or may not be digitally enabled. These would include online platforms, public meetings, surveys, and written submissions, which are made available to accommodate various preferences and ensure inclusivity. The two things we considered while marking consultations on this criterion were the number of methods available for stakeholders, and the ease with which the information on feedback methods was made available.

Translations: The criterion is important to assess if the consultation was able to reach larger segments of the population by providing translations in multiple languages. These not only include translations to multiple languages, like Hindi or other regional languages, but also additional support like sign language and braille translations. Clear and accurate translations contribute to breaking language barriers, ensuring that a wider audience can comprehend and engage with the consultation materials. This inclusivity measure acknowledges the importance of reaching diverse communities and stakeholders who may have different language preferences or needs.

Open Governance

On the recommendation of the jury members on our inaugural edition of the awards, we have added a set of criteria for consideration. Open governance is a critical aspect to measure in public consultations due to its fundamental role in ensuring transparency, legitimacy, and trust within the democratic decision-making process. This category looks at the steps taken by a policymaker at the close of a consultation to ensure transparency of the responses collected in the consultation process.

By assessing accountability, we ascertain how well coordination agencies and decision-makers respond to public input, demonstrating a commitment to fairness and responsiveness. Measuring accountability provides stakeholders with insight into how their contributions have influenced the decision-making process. Clear and justified responses to accepted or rejected comments foster transparency, helping individuals and groups understand the rationale behind decisions and reinforcing a sense of fairness. Employing the principles of open governance in public consultations serves as a safeguard against opacity and arbitrary decision-making, fostering a culture of openness and responsiveness that is crucial for maintaining public trust in democratic governance.



Here, two criteria are assessed:

Transparency: This criterion looks at whether the consulting body provided a report, or published the responses received in part or in entirety, after the close of the consultation. This criterion is based on the consultation body's own proactive steps to share the inputs received from the public. This can include a detailed summary or report on the consultation process, outlining its key findings and presenting the next steps or actions to be taken, or even the entire set of responses or their summary. The rationale for this criterion is primarily gauging the body's own practices on transparency and accountability to the public.

Responsiveness: Here, we score the consultation body based on their responsiveness to the communications made through letters, RTIs and other means by citizens or civic organisations. The Civis team has written letters and filed RTIs to the nominees, to solicit primary information on the consultation process to receive as much information as possible on each nominated consultation, and their responsiveness to these written requests will weigh into this criterion.





Navigating the Nominations

Mapping the landscape and of public consultation in its early stages presents a complex array of challenges requiring careful deliberation. A primary obstacle is the limited availability of comprehensive data, as India's consultation framework remains in its formative phase, leading to a lack of standardized benchmarks and established best practices. Moreover, the nascent state of this domain raises concerns regarding stakeholders' ability to meet even the most fundamental requirements in the absence of clearly defined norms.

However, these constraints serve as an opportunity for Civis as a starting point for innovation and pioneering new methods of evaluation.

Evolving from our learnings from the inaugural awards last year, the awards and its methodology have been refined further and made more granular to reflect the dynamic and aspirational initiative of the awards. This approach will evolve, deepen, and enhance even further over the years. At the heart of the awards, is a focus on establishing a platform where exemplary efforts are provided their due, and the development of robust consultation practices is encouraged, fostering a culture of continuous improvement and innovation in public engagement.

After a meticulous analysis, check and examination of the scoring, a final set of 25 nominees was culled out from the 288. These nominees were interspersed across the 5 award categories that are explained further.



Consideration Period

Public consultations conducted by ministries, departments and regulators between the period of FY 2023-2024 were considered for the purpose of this Award.



Maharashtra Legislative Assembly



Meet our Jury

The success and credibility of India's Public Consultation Awards are intricately woven into the wealth of expertise and qualitative analysis brought forth by our esteemed jury.

Our panel this year, comprises not just of esteemed public servants, but members across academia and engagement with public policy, each of whom possesses a notable commitment to strengthening governance in India. The significance of their discerning perspectives and extensive backgrounds ensures the rigour and impartiality of the awards, elevating the recognition of excellence in public consultation.

The jury members (mentioned below in alphabetical order) are:



Dr. M. S. Sahoo

Dr. M. S. Sahoo is a prominent authority in financial markets and regulations, founding the Dr. Sahoo Regulatory Chambers. He holds qualifications as a Company Secretary, along with advanced degrees in economics, law, and management, and a PhD in Economics. His extensive career includes roles as Distinguished Professor at National Law University, Delhi; Chairperson of the Insolvency and

Bankruptcy Board of India (IBBI); Member of the Competition Commission of India (CCI); and Whole-time Member of SEBI. During Dr. Sahoo's tenure at SEBI, dematerialisation of securities was introduced, a move that predated several securities agencies across the world, being a pioneer. Dr. Sahoo's tenure as Chairperson of IBBI was marked by transformative insolvency reforms that established India as a global leader in this area.

He successfully implemented a regulatory framework that facilitated rapid insolvency proceedings, earning India recognition as the most improved jurisdiction by the Global Restructuring Review in 2018. Dr. Sahoo has chaired numerous committees influencing reforms across various sectors and has contributed extensively to knowledge sharing, authoring over 500 articles and several key publications. His innovations in education include India's first online examination system for financial markets. Over the last three decades, Dr. Sahoo played a key role in shaping financial markets and regulatory frameworks in India.



Dr. Ajay Shah

Dr. Ajay Shah studied at IIT, Bombay and USC, Los Angeles. He has held positions at Centre for Monitoring Indian Economy (CMIE), Indira Gandhi Institute for Development Research (IGIDR), Department of Economic Affairs at the Ministry of Finance and National Institute for Public Finance and Policy (NIPFP). His research is at the intersection of economics, law and public

administration. His second book, co-authored with Vijay Kelkar, "In service of the republic: The art and science of economic policy", featured in Bloomberg's global "2020 Best Books on Business and Leadership". His work can be accessed on his home page (<http://www.mayin.org/ajayshah>). He is the founder and chief editor of The Leap Blog (<https://blog.theleapjournal.org/>).



Smt. Snehlata Shrivastava

Snehlata Shrivastava has worked as First Woman Secretary-General, Lok Sabha (Parliament of India) from 2017 to 2020, as the senior-most officer of Parliament's Lower House and was responsible to assist Lok Sabha Speaker to run the Parliament House as per rules and conventions and did all administrative duties for the Secretariat employees. International Parliament

Diplomacy was handled during various Parliaments abroad. Before that, as an officer of the Indian Administrative Service (IAS) during the 35 years of Government Service, she held various positions in the State Government of Madhya Pradesh and served in various capacities in different Ministries of Govt. of India:

Ministry of Home Affairs, Ministry of Finance and Ministry of Law and Justice. Retired as Secretary, Department of Justice in 2017. As Special / Additional Secretary, Department of Financial Services, Ministry of Finance, also dealt with Banking, Insurance & Pension Funds and was Government appointed Director on the Boards of Industrial Development Bank of India (IDBI), Life Insurance Corporation (LIC), General Insurance Corporation (GIC) & National Bank for Agriculture & Rural Development (NABARD).

Ms. Eloise Gabadou | Amicus Curiae

Eloise Gabadou is a strategic advisor in civic technologies and democratic innovations. She has designed more than a dozen digital participatory processes on Decidim and Pol.is including the participatory budgeting of the cities of New York and Chicago, public consultations such as the Conference on the Future of Europe and internal consultations for civic tech organizations such as Code for America, People Powered and Aide et Action. Since 2022, she has been working as an external consultant for the OECD and the French Development Agency (AFD) on technical reports on emerging technologies, digital democracy and development. The latest one is the AFD's report « Democratic Innovations: Low-Key Practices for a New Co-Development Agenda », published in June 2024. For the OECD, she is also responsible for the design of participatory and deliberative projects in Slovakia, Poland and Belgium, in collaboration with the European Commission's DG REGIO.

Eloise has spoken at international conferences as an advocate for digital commons for democracy, including the gov Summit in Taiwan, Decidim Fest in Barcelona, and European Lab Madrid. She also has collaborated with the Digital Arabia Network to integrate citizen participation in smart city action plans for Amman, Jordan and Tangier, Morocco.

Trust Bridge | Amicus Curiae

TrustBridge Rule of Law Foundation works on improving the rule of law to engender better economic outcomes for India. Its core mission is to find pathways to enhancing regulatory state capacity to create a robust business environment—where markets thrive, disputes are minimised, and investment and innovation are incentivised. To realise its mission, TrustBridge produces independent research using inter-disciplinary, state of the art methods, and collaborates with state and non-state stakeholders, to develop implementable reforms that improve regulatory state capacity and contract enforcement in the country. TrustBridge currently focuses on these issues as they relate to the working of financial markets and the electricity sector in India.



23



The Trailblazers

Meet our Nominees



Award I:

Best Consultation – Ministry

This award honours a Central Government Ministry's exceptional work in seeking public input. The winner will be recognised for going above and beyond, actively engaging the public, considering diverse views, and promoting collaborative decision-making.

The nominees for the same are:

Draft National Strategy on Robotics

Ministry of Electronics and Information Technology

This document aims to position India as a global leader in robotics by 2030, focusing on research, development, commercialisation, and workforce training in specific sectors. The consultation is lauded for its accessibility, offering a clear vision, mission, and objectives in a global context while highlighting opportunities and challenges in India's robotics ecosystem. Despite its technical subject, the document's structured approach made it easy for citizens to understand and contribute.

Draft Hazardous and Other Wastes (Management and Transboundary Movement) Amendment Rules, 2023

Ministry of Environment, Forest and Climate Change

This draft notification introduced Extended Producer Responsibility (EPR) for managing used oil, promoting eco-friendly practices for its collection, recycling, and disposal. The consultation provided a clear context for the amendment, addressing the rapid waste generation and showcasing how a circular economy approach could mitigate environmental impacts. It had a 60-day feedback period which ensured that citizens had sufficient time to engage with the draft.

Draft Menstrual Hygiene Policy 2023

Ministry of Health and Family Welfare

The draft policy focused on ensuring access to menstrual products, promoting education on menstrual health, and improving sanitation facilities for women and girls. The draft stands out for its detailed mapping of stakeholders and beneficiaries, with tailored proposals and action points for each group. It provided an in-depth analysis of menstruation across diverse contexts in India, highlighting varied policy approaches for them. It also spoke about the financial and environmental costs of menstruation and government interventions on it.

Draft Electricity (Amendment) Rules, 2023

Ministry of Power

The draft rules addressed consumer grievance redressal, transmission access charges, and power purchase cost recovery, aiming to enhance transparency and efficiency in electricity supply. The rules were accompanied by a detailed rationale that provided clear insights into the proposed changes, enabling stakeholders to engage meaningfully and contribute to informed decision-making.

Draft National Policy on Official Statistics

Ministry of Statistics and Programme Implementation

The draft policy outlined a framework to improve the collection, integration, and dissemination of official statistics in India—leveraging technologies like AI and big data, and enhancing data quality, timeliness, and transparency. It emphasises the role of central and state governments in fostering evidence-based policymaking. The document is notable for its clarity in helping map the journey of official statistics, and outlining the role of a long list of stakeholders.





Award II:

Best Consultation – State

This esteemed award acknowledges a State Government's outstanding efforts in consultations that go beyond basic requirements. The winner is chosen for their commitment to inclusive, transparent, and engaging practices. They should have demonstrated a dedication to meaningful dialogue and valuing the public's voice in shaping policies.

The nominees for the same are:

Draft Delhi Motor Vehicles Licensing of Aggregator (Premium Buses) Scheme, 2023

Government of Delhi

The scheme document outlined regulations for high-end taxi services, setting standards for safety, comfort, and pricing. The draft document was structured and well outlined, so an average reader could access it easily. The draft contemplated environmental impact through its provisions on electric buses and clean energy, along with its social impact through its provisions on passenger safety, with a special focus on women passengers.

Draft Haryana Electronic Toys Manufacturing Policy, 2024

Government of Haryana

This policy aims to establish Haryana as a hub for electronic toy production by providing fiscal incentives, infrastructure support, and fostering innovation in both mega and MSME projects. The draft document was well-structured, including a preamble that provides the historical and contextual background of toy manufacturing in the state. The document also provided clear pictorial representation of its provisions making it more accessible for readers.

Draft Kerala IT Policy 2023

Government of Kerala

This document aims to foster an inclusive digital ecosystem, driving economic and social growth through IT, electronics, and space sectors. It outlined strategies for infrastructure expansion, e-governance, and the adoption of emerging technologies like AI and blockchain. The policy document was highly accessible thanks to its simple language, data, and charts. The document also clearly stated the financial details related to IT parks and state support for various IT projects. The feedback on this draft was aided by a social media push made using the official handles and was also publicised by the members of the department.

Draft Maharashtra State Right of Persons with Disabilities Rules, 2023

Government of Maharashtra

The draft created a comprehensive framework for supporting persons with disabilities, with provisions for guardianship, disability certificates, welfare programs, a dedicated state fund, and a committee for research. Overall, the document was comprehensive and was organised in a chapter-wise and accessible format, and was made available in the state language of Marathi to ensure maximum accessibility and readability.

The Draft Code on Occupation Safety Health & Working Conditions Rules, 2023

Government of Mizoram

The code focused on improving workplace safety across industries and included provisions on employer responsibilities, worker rights, safety protocols, and compliance measures. The document provides clear insights into the social and environmental hazards workers face, detailing issues like industrial pollution and how working hours may have an impact on their health. It also includes financial measures to be taken to support workers' social security.





Award III:

Best Consultation - Statutory Body

This award celebrates a Statutory body's excellence in consultation. The winner is chosen for their dedication to conducting consultations with integrity, complying with regulations, and genuinely involving the public in decision-making. The recognition is for the Statutory Body who goes the extra mile, showcasing a comprehensive grasp of consultation principles and practices.

The nominees for the same are:

Draft Central Electricity Regulatory Commission (Terms and Conditions of Tariff) Regulations, 2024

Central Electricity Regulatory Commission

The draft document outlines tariff regulations for generating stations, transmission systems, and integrated mines. It sets guidelines for coal, lignite, and renewable energy plants. The consultation stood out for its inclusion of public hearings alongside traditional feedback channels like email and post, allowing for direct engagement with stakeholders. Once the consultation closed, the CERC ensured transparency by publishing all comments and public hearing presentations for public scrutiny.

Draft Report on Classification of Industrial Sectors into Red, Orange, Green and White Categories: A Tool for Progressive Environmental Management

Central Pollution Control Board

Through this document, the CPCB revised its methodology for classifying industrial sectors into Red, Orange, Green, and White categories to promote cleaner technologies and improve environmental performance. The document clearly explains the process of classifying sectors and the environmental implications of each, alongside a clear sense of impact assessment with compensation for their pollutants and damage caused by each category. The consultation process was more transparent as the CPCB was also responsive to RTIs.

Discussion Paper on Real Estate Related Proposals-CIRP & Liquidation

Insolvency and Bankruptcy Board of India

The paper discusses real-estate related proposals for the Corporate Insolvency Resolution Process (CIRP) and liquidation. It includes provisions like mandatory RERA registration, the maintenance of separate bank accounts for each project, and the transfer of property ownership during insolvency. The document presents these proposals in a clear, structured format to highlight their financial implications. The IBBI also later released a detailed report summarising feedback and counter-comments, ensuring transparency in the process.



Draft Disclosure framework on Climate-related Financial Risks, 2024

Reserve Bank of India

The draft framework requires regulated entities such as banks to disclose information about their exposure to climate risks, covering governance, strategy, risk management, and performance metrics. The framework aims to enhance transparency and guide entities in adopting climate-resilient policies. The draft was well-publicised on social media platforms to ensure broad participation. Additionally, the document is clear in contemplating environmental implications thanks to its emphasis on climate-related risks.

Consultation Paper on Digital Transformation through 5G Ecosystem

Telecom Regulatory Authority of India

The consultation paper explores the opportunities and challenges of 5G, Internet of Things, Artificial Intelligence, Augmented and Virtual Reality, and the metaverse, highlighting how 5G can drive India's digital transformation in sectors like healthcare, manufacturing, and retail. The paper provides easy-to-understand explanations of the technologies with tabular and diagrammatic representations. The consultation was publicised across social media platforms and upon closing, all feedback and counter-comments were shared for transparency.





Award IV:

Special Mentions: Citizen-Government Engagement

This award celebrates a government body's commitment to inclusive and participatory governance. The winner in this category is recognised for demonstrating exceptional outreach, engaging key stakeholders, and creating diverse opportunities for meaningful citizen participation.

The nominees for the same are:

Draft Food Safety and Standards (Alcoholic Beverages) Amendment Regulations, 2023

Food Safety and Standards Authority of India

This draft proposes amendments to the 2018 Alcoholic Beverages Regulations, introducing standards for low-alcohol beverages, revising definitions for domestic and mixed alcoholic beverages, and updating labeling and safety guidelines. In a unique move, the amendments were put up for public comment via the World Trade Organization, broadening participation. FSSAI also streamlined the feedback process by utilizing its own e-platform, making it more accessible to the digitally enabled public.

Draft Millets Grading and Marking Rules, 2024

Ministry of Agriculture and Farmers Welfare

These proposed rules establish standards for grading, packaging, and labeling different types of millets in India, ensuring quality control and consistency. To encourage public participation, multiple in-person stakeholder meetings were conducted alongside traditional postal feedback channels, reflecting a commitment to inclusive citizen engagement.

Draft Notification regarding the Tal Chhapar Wildlife Sanctuary in the State of Rajasthan as the Phulwari Ki Nal Wildlife Sanctuary

Ministry of Environment, Forest and Climate Change

This draft proposes the declaration of an Ecologically Sensitive Zone (ESZ) around the Phulwari Ki Nal Wildlife Sanctuary in Rajasthan, outlining land use regulations, restricted activities, and permissible eco-friendly development. The document presented changes through maps and graphical representations for clarity, along with a detailed outline of restricted business activities. The consultation was publicized via the ministry's website and the central gazette, allowing feedback through multiple channels, including postal addresses and email, and remained open for 60 days to accommodate stakeholder input.

Motor Third Party Premium and liability rules for the Financial Year (FY) 2023-24

Ministry of Road Transport and Highways

This draft notification sets new insurance premium rates for various vehicle categories, including cars, two-wheelers, commercial vehicles, and electric vehicles. It also introduces premium discounts for vehicles with specific safety features. To maximize public engagement, the draft was made available not just on the ministry's website but also disseminated through the Press Information Bureau and the ministry's social media handles.



Consultation Paper on Assignment of Spectrum in E&V Bands, and Spectrum for Microwave Access (MWA) & Microwave Backbone (MWB)

Telecom Regulatory Authority of India

This paper examines reforms in licensing, spectrum allocation, and operational frameworks for satellite communication services in India, with a focus on improving connectivity in rural and remote areas and for better disaster management. TRAI demonstrated an extraordinary commitment to public participation by keeping the consultation open for nearly 100 days. Additionally, the press release was shared in multiple languages beyond Hindi and English, including Telugu and Urdu, ensuring broader accessibility.





Award V:

Special Mentions: Responsive Governance

This award celebrates a consultation body's dedication to responsive governance. It acknowledges those fostering open platforms, actively involving the public, and adapting based on feedback. The winner exemplifies transparent and citizen-centric governance.

The nominees for the same are:

Draft CCI (Lesser Penalty) Regulations 2023

Competition Commission of India

This draft regulation proposes the granting of reduced penalties to entities that voluntarily disclose anti-competitive practices, aiming to incentivise cooperation in investigations. The CCI demonstrated a strong commitment to transparency by publicly sharing details on the number of stakeholders, the comments included in the final regulations, and the rationale behind their decisions in a General Statement. Additionally, they published the final document alongside an analysis of how feedback was incorporated.

Discussion Paper on Streamlining the Voluntary Liquidation Process

Insolvency and Bankruptcy Board of India

This discussion paper proposes amendments to improve the speed and transparency of voluntary liquidations, including stricter timelines, enhanced reporting requirements, and better management of unclaimed funds. The IBBI strengthened public engagement by publishing a detailed report of public comments along with counter-comments, providing an overview of the number and nature of suggestions received.

Maharashtra Electricity Regulatory Commission (Forecasting, Scheduling and Deviation Settlement for Solar and Wind Generation) (First Amendment) Regulations, 2023

Maharashtra Electricity Regulatory Commission

This draft amendment aims to improve scheduling accuracy, reduce deviation penalties, and introduce mechanisms like Absolute Error bands and trial modes for generators. It also covers metering, penalties for mis-declared capacities, and a settlement system for deviations based on actual versus scheduled generation. The MERC ensured a thorough and participatory process by publishing a Statement of Reasons, which detailed all 24 stakeholder responses received, along with the specific actions taken on each suggestion before finalising the policy.

Draft Amendments to the PFRDA (Redressal of Subscriber Grievance) Regulations, 2015

Pension Fund Regulatory and Development Authority

This draft document updates grievance redressal mechanisms for pension subscribers, focusing on response timelines, escalation processes, and transparency in handling complaints. In a move toward openness, PFRDA published a list of all responses received, making the process highly transparent. Additionally, the authority responded to RTI requests with detailed answers, reinforcing their commitment to accountability in the consultation process.



Consultation paper on Special Rights and Role of Sponsor in REITs and InvITs

Securities and Exchange Board of India

This paper examines sponsors' involvement in these investment vehicles and proposes measures to enhance transparency, including revised guidelines for sponsor holdings, the role of sponsors in governance, and investor protection mechanisms. It considered issues of sponsor rights in decision-making, investor approvals for key transactions, and safeguards against conflicts of interest. SEBI enhanced transparency by publishing a structured summary report at the close of the consultation, mapping every stakeholder response to the corresponding proposal, ensuring clarity on how feedback was considered.



37



About Civis



Civis' Approach to Consultations

Civis is an innovative platform transforming the way citizens and governments engage with each other. We believe that effective policies are built through meaningful dialogue and that citizens should actively participate in crafting the laws that govern their lives.

To meet this critical need, Civis serves as a catalyst for change by offering a full suite of civic technology solutions that streamline the consultation process. From designing consultations to managing outreach and analysing feedback, Civis provides end-to-end support, ensuring that every voice is heard and every perspective is considered.

In India, every proposed law is intended to gather public feedback before it is enacted. However, since 2014, while the number of laws open for feedback has increased by an average of 806%, governments often struggle to collect and process this input effectively. This gap results in low response rates and sometimes less relevant feedback from citizens. We believe that laws designed for the people should be created by the people. This is why Civis empowers citizens and governments to collaborate on lawmaking through constructive dialogue. Our approach includes:

- **Aggregating Laws:** Collecting all proposed laws seeking feedback from newspapers, official gazettes, and government websites.
- **Simplifying & Translating:** Converting legal language into clear, accessible terms and translating it into local languages.
- **Gathering Inputs:** Collecting public opinions on these laws both online via our platform and offline through community programs.
- **Analysing Feedback:** Transforming citizen feedback into actionable insights for the government.

**1050+ laws
worked on**

**30000+
citizens engaged**

**777+ Indian
cities reached**



Consultation and Strategy Support by Civis

Tailored Content Production: Civis specialises in breaking down complex bills and policies into clear, accessible content, ensuring citizens understand the impact of proposed laws. By providing simplified explanations in multiple languages, we enable individuals to engage meaningfully and respond constructively, fostering informed participation in the legislative process.

Engagement Strategy and Outreach Execution: We facilitate targeted, multi-channel outreach to ensure that diverse and impacted stakeholder groups are actively represented in consultations. Our approach prioritises inclusivity across socio-economic backgrounds and geographic regions, using a mix of digital and offline tools to reach even last-mile stakeholders. Beyond broad outreach, we also conduct focused engagement through stakeholder meetings, focus group discussions, and in-depth interviews when needed. This ensures that consultations gather well-rounded, meaningful insights that truly reflect the perspectives of all sections of society.

Insights and User Feedback Assessment: Our dedicated team conducts in-depth analysis of the feedback gathered, ensuring our government partners receive valuable, well-structured insights. We extract key recommendations, highlight major concerns raised by citizens, and perform both quantitative and qualitative assessments. Additionally, we conduct sentiment analysis to gauge public opinion on the draft law or policy, equipping policymakers with the information needed to refine legislation effectively.

Private Consultation Platform: Civis also extends its consultation methodology to government partners prior to public consultation as well - providing consultation support at all stages of the policy making lifecycle.



Civic-Tech Assistance by Civis

Social Media Sentiment Analysis: Civis specialises in the creation of a Social Media Report using advanced data collection and analysis techniques. This report helps bridge a crucial gap in public consultations by capturing feedback from platforms like LinkedIn, Twitter, and YouTube videos. Since many citizens engage in discussions outside formal consultation channels, this report ensures their voices are not overlooked. By analysing public sentiment, key concerns, suggestions, and levels of support, it provides policymakers with direct, actionable insights essential for informed decision-making.

Policy and Response Analyser: Civis has also designed an AI-driven tool called the Policy Analyser that ensures policy drafts align with Pre-Legislative Consultation Process guidelines, providing scores and improvement recommendations. Meanwhile, the Response Analyser tool leverages advanced analytics to process feedback from multiple channels, presenting valuable insights through a comprehensive dashboard.



தமிழ்நாடு அரசு
தலைமைச் செயலகம்

Tamil Nadu Legislative Assembly



Looking Ahead

With a decade behind it, India's Public Consultation landscape is reaching a level of maturity. Celebrated best practices over the years have shown the importance of public feedback, and brought to the fore methods of consultation, which are unique to India's diverse contexts. Among statutory bodies and regulators, one can see a tremendous growth in the institutionalisation of public consultations — precedent which ministries and state governments can follow.

Greater adoption of consultation practices requires not only an empirical evaluation of what makes a 'good consultation' but also a deep commitment to bettering the policy landscape in India. This could come through innovation in methodology, innovation in resourcing and capacity building or innovation in technology leveraged for governance.

While a natural evolution will unfold in India's consultation journey — a decade in, one now has the opportunity to reflect on what it takes to put consultations into practice - and incorporate consultations in policy making from a systemic lens.

There is no doubt that in India's vibrant democracy — consultation will thrive, but the opportunity lies in innovating for the people and with the people.



www.civis.vote



info@civis.vote



+91 8976926914

Scan the code to
donate to Civis

