



## Network Readiness Index 2024

[Source: PIB](#)

Recently, India has climbed 11 positions to **rank 49<sup>th</sup>** in the [Network Readiness Index \(NRI\) 2024](#), up from 60<sup>th</sup> in 2023. This reflects a noteworthy advancement in its [digital infrastructure](#) and capabilities.

- **About: The Portulans Institute** publishes the NRI, which evaluates **133 economies using 54 variables** across **four key pillars namely Technology, People, Governance, and Impact.**
- **India's Achievements:**
  - India's score improved from **49.93 in 2023 to 53.63 in 2024**, indicating substantial progress in various digital metrics and innovations.
  - India secured **global rankings** across key sectors:
    - **1<sup>st</sup> rank globally:** [AI scientific publications](#), AI talent concentration, ICT services exports.
    - **2<sup>nd</sup> rank globally:** [Fiber to the Premises \(FTTH\)](#) Internet subscriptions, mobile broadband traffic, international internet bandwidth.
    - **3<sup>rd</sup> rank globally:** Domestic market scale.
    - **4<sup>th</sup> rank globally:** Annual telecom investments.
- **Telecom Advancements:**
  - **India's telecom sector** has grown significantly, with **tele-density at 84.69%, wireless connections at 119 crore**, and internet subscribers rising from **25.1 crore to 94.4 crore**.
  - The launch of [5G services in 2022](#) boosted India's mobile broadband speed ranking from **118<sup>th</sup> to 15<sup>th</sup>** with the [Bharat 6G Vision](#) positioning India as a future telecom leader.

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## E-Daakhil Portal

[Source: PIB](#)

The **E-Daakhil portal**, launched nationwide by the [Department of Consumer Affairs](#), is now operational in all states and union territories, with its latest launch in [Ladakh](#) in **November 2024**.

- **About:** The E-Daakhil portal was launched on **7<sup>th</sup> September 2020** by the **National Consumer Dispute Redressal Commission** under the [Consumer Protection Act 2019](#), amid the COVID-19 pandemic.
- **Features:**
  - It provides an **inexpensive, speedy, and hassle-free mechanism** for filing consumer complaints online.
  - It lets consumers file complaints, pay fees, and track cases from home. Registration is simple via **OTP** on mobile phones or email addresses.
- **Usage and Impact:**

- Over **281,024 users** have registered on the portal, with **198,725 cases filed and 38,453 resolved**, addressing issues like **faulty product compensation** and financial grievances.
- **Integration with E-Daakhil:** The government is also developing **e-Jagruti**, a platform to enhance case filing and resolution, aiming to transform consumer justice in India.

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