

INTERNATIONAL JOURNAL OF RESEARCH IN COMMERCE & MANAGEMENT

I
J
R
C
M



A Monthly Double-Blind Peer Reviewed (Refereed/Juried) Open Access International e-Journal - Included in the International Serial Directories

Indexed & Listed at:

Ulrich's Periodicals Directory ©, ProQuest, U.S.A., Cabell's Directories of Publishing Opportunities, U.S.A., Google Scholar,

Indian Citation Index (ICI), J-Gate, India [link of the same is duly available at Inflibnet of University Grants Commission (U.G.C.)],

Index Copernicus Publishers Panel, Poland with IC Value of 5.09 (2012) & number of libraries all around the world.

Circulated all over the world & Google has verified that scholars of more than 7835 Cities in 197 countries/territories are visiting our journal on regular basis.

Ground Floor, Building No. 1041-C-1, Devi Bhawan Bazar, JAGADHRI – 135 003, Yamunanagar, Haryana, INDIA

<http://ijrcm.org.in/>

CONTENTS

Sr. No.	TITLE & NAME OF THE AUTHOR (S)	Page No.
1.	<p style="text-align: center;">BENEFITS OF SUPPLY CHAIN DIGITIZATION IN MANUFACTURING INDUSTRY: AN EMPIRICAL INVESTIGATION</p> <p style="text-align: center;"><i>PARDEEP KUMAR</i></p>	1
2.	<p style="text-align: center;">A STUDY ON WORKING AND PERFORMANCE OF DISTRICT CONSUMER DISPUTES REDRESSAL COMMISSIONS IN THE STATE OF UTTARAKHAND</p> <p style="text-align: center;"><i>Dr. BHAVET</i></p>	5
	REQUEST FOR FEEDBACK & DISCLAIMER	7

FOUNDER PATRON

Late Sh. RAM BHAJAN AGGARWAL

Former State Minister for Home & Tourism, Government of Haryana
Former Vice-President, Dadri Education Society, Charkhi Dadri
Former President, Chinar Syntex Ltd. (Textile Mills), Bhiwani

CO-ORDINATOR

Dr. BHAVET

Former Faculty, Shree Ram Institute of Engineering & Technology, Urjani

ADVISOR

Prof. S. L. MAHANDRU

Principal (Retd.), Maharaja Agrasen College, Jagadhri

EDITOR

Dr. NAWAB ALI KHAN

Professor & Dean, Faculty of Commerce, Aligarh Muslim University, Aligarh, U.P.

CO-EDITOR

Dr. G. BRINDHA

Professor & Head, Dr.M.G.R. Educational & Research Institute (Deemed to be University), Chennai

EDITORIAL ADVISORY BOARD

Dr. SIKANDER KUMAR

Vice Chancellor, Himachal Pradesh University, Shimla, Himachal Pradesh

Dr. A SAJEEVAN RAO

Professor & Director, Accurate Institute of Advanced Management, Greater Noida

Dr. CHRISTIAN EHIOBUCHÉ

Professor of Global Business/Management, Larry L Luing School of Business, Berkeley College, USA

Dr. JOSÉ G. VARGAS-HERNÁNDEZ

Research Professor, University Center for Economic & Managerial Sciences, University of Guadalajara, Guadalajara, Mexico

Dr. TEGUH WIDODO

Dean, Faculty of Applied Science, Telkom University, Bandung Technoplex, Jl. Telekomunikasi, Indonesia

Dr. M. S. SENAM RAJU

Professor, School of Management Studies, I.G.N.O.U., New Delhi

Dr. KAUP MOHAMED

Dean & Managing Director, London American City College/ICBEST, United Arab Emirates

Dr. D. S. CHAUBEY

Professor & Dean (Research & Studies), Uttaranchal University, Dehradun

Dr. ARAMIDE OLUFEMI KUNLE

Dean, Department of General Studies, The Polytechnic, Ibadan, Nigeria

Dr. SYED TABASSUM SULTANA

Principal, Matrusri Institute of Post Graduate Studies, Hyderabad

Dr. MIKE AMUHAYA IRAVO

Principal, Jomo Kenyatta University of Agriculture & Tech., Westlands Campus, Nairobi-Kenya

Dr. NEPOMUCENO TIU

Chief Librarian & Professor, Lyceum of the Philippines University, Laguna, Philippines

Dr. BOYINA RUPINI

Director, School of ITS, Indira Gandhi National Open University, New Delhi

Dr. FERIT ÖLÇER

Professor & Head of Division of Management & Organization, Department of Business Administration, Faculty of Economics & Business Administration Sciences, Mustafa Kemal University, Turkey

Dr. SANJIV MITTAL

Professor & Dean, University School of Management Studies, GGS Indraprastha University, Delhi

Dr. SHIB SHANKAR ROY

Professor, Department of Marketing, University of Rajshahi, Rajshahi, Bangladesh

Dr. SRINIVAS MADISHETTI

Professor, School of Business, Mzumbe University, Tanzania

Dr. ABHAY BANSAL

Head, Department of Information Technology, Amity School of Engg. & Tech., Amity University, Noida

Dr. KEVIN LOW LOCK TENG

Associate Professor, Deputy Dean, Universiti Tunku Abdul Rahman, Kampar, Perak, Malaysia

Dr. OKAN VELI ŞAFAKLI

Professor & Dean, European University of Lefke, Lefke, Cyprus

Dr. V. SELVAM

Associate Professor, SSL, VIT University, Vellore

Dr. BORIS MILOVIC

Associate Professor, Faculty of Sport, Union Nikola Tesla University, Belgrade, Serbia

Dr. N. SUNDARAM

Associate Professor, VIT University, Vellore

Dr. IQBAL THONSE HAWALDAR

Associate Professor, College of Business Administration, Kingdom University, Bahrain

Dr. MOHENDER KUMAR GUPTA

Associate Professor, Government College, Hodal

Dr. ALEXANDER MOSESOV

Associate Professor, Kazakh-British Technical University (KBTU), Almaty, Kazakhstan

RODRECK CHIRAU

Associate Professor, Botho University, Francistown, Botswana

Dr. PARDEEP AHLAWAT

Associate Professor, Institute of Management Studies & Research, Maharshi Dayanand University, Rohtak

Dr. DEEPANJANA VARSHNEY

Associate Professor, Department of Business Administration, King Abdulaziz University, Saudi Arabia

Dr. BIEMBA MALITI

Associate Professor, School of Business, The Copperbelt University, Main Campus, Zambia

Dr. SHIKHA GUPTA

Associate Professor, Lingaya's Lalita Devi Institute of Management & Sciences, New Delhi

Dr. KIARASH JAHANPOUR

Dean of Technology Management Faculty, Farabi Institute of Higher Education, Karaj, Alborz, I.R. Iran

Dr. SAMBHAVNA

Faculty, I.I.T.M., Delhi

YU-BING WANG

Faculty, department of Marketing, Feng Chia University, Taichung, Taiwan

Dr. TITUS AMODU UMORU

Professor, Kwara State University, Kwara State, Nigeria

Dr. SHIVAKUMAR DEENE

Faculty, Dept. of Commerce, School of Business Studies, Central University of Karnataka, Gulbarga

Dr. THAMPOE MANAGALESWARAN

Faculty, Vavuniya Campus, University of Jaffna, Sri Lanka

Dr. JASVEEN KAUR

Head of the Department/Chairperson, University Business School, Guru Nanak Dev University, Amritsar

SURAJ GAUDEL

BBA Program Coordinator, LA GRANDEE International College, Simalchaur - 8, Pokhara, Nepal

Dr. RAJESH MODI

Faculty, Yanbu Industrial College, Kingdom of Saudi Arabia

Dr. BHAVET

Former Faculty, Shree Ram Institute of Engineering & Technology, Urjani

FORMER TECHNICAL ADVISOR

AMITA

FINANCIAL ADVISOR

NEENA

Investment Consultant, Chambaghat, Solan, Himachal Pradesh

LEGAL ADVISORS

JITENDER S. CHAHAL

Advocate, Punjab & Haryana High Court, Chandigarh U.T.

CHANDER BHUSHAN SHARMA

Advocate & Consultant, District Courts, Yamunanagar at Jagadhri

SUPERINTENDENT

SURENDER KUMAR POONIA

CALL FOR MANUSCRIPTS

We invite unpublished novel, original, empirical and high quality research work pertaining to the recent developments & practices in the areas of Computer Science & Applications; Commerce; Business; Finance; Marketing; Human Resource Management; General Management; Banking; Economics; Tourism Administration & Management; Education; Law; Library & Information Science; Defence & Strategic Studies; Electronic Science; Corporate Governance; Industrial Relations; and emerging paradigms in allied subjects like Accounting; Accounting Information Systems; Accounting Theory & Practice; Auditing; Behavioral Accounting; Behavioral Economics; Corporate Finance; Cost Accounting; Econometrics; Economic Development; Economic History; Financial Institutions & Markets; Financial Services; Fiscal Policy; Government & Non Profit Accounting; Industrial Organization; International Economics & Trade; International Finance; Macro Economics; Micro Economics; Rural Economics; Co-operation; Demography; Development Planning; Development Studies; Applied Economics; Development Economics; Business Economics; Monetary Policy; Public Policy Economics; Real Estate; Regional Economics; Political Science; Continuing Education; Labour Welfare; Philosophy; Psychology; Sociology; Tax Accounting; Advertising & Promotion Management; Management Information Systems (MIS); Business Law; Public Responsibility & Ethics; Communication; Direct Marketing; E-Commerce; Global Business; Health Care Administration; Labour Relations & Human Resource Management; Marketing Research; Marketing Theory & Applications; Non-Profit Organizations; Office Administration/Management; Operations Research/Statistics; Organizational Behavior & Theory; Organizational Development; Production/Operations; International Relations; Human Rights & Duties; Public Administration; Population Studies; Purchasing/Materials Management; Retailing; Sales/Selling; Services; Small Business Entrepreneurship; Strategic Management Policy; Technology/Innovation; Tourism & Hospitality; Transportation Distribution; Algorithms; Artificial Intelligence; Compilers & Translation; Computer Aided Design (CAD); Computer Aided Manufacturing; Computer Graphics; Computer Organization & Architecture; Database Structures & Systems; Discrete Structures; Internet; Management Information Systems; Modeling & Simulation; Neural Systems/Neural Networks; Numerical Analysis/Scientific Computing; Object Oriented Programming; Operating Systems; Programming Languages; Robotics; Symbolic & Formal Logic; Web Design and emerging paradigms in allied subjects.

Anybody can submit the **soft copy** of unpublished novel; original; empirical and high quality **research work/manuscript** **anytime** in **M.S. Word format** after preparing the same as per our **GUIDELINES FOR SUBMISSION**; at our email address i.e. infoijrcm@gmail.com or online by clicking the link **online submission** as given on our website ([FOR ONLINE SUBMISSION, CLICK HERE](#)).

GUIDELINES FOR SUBMISSION OF MANUSCRIPT

1. **COVERING LETTER FOR SUBMISSION:**

DATED: _____

THE EDITOR

IJRCM

Subject: **SUBMISSION OF MANUSCRIPT IN THE AREA OF**

(e.g. Finance/Mkt./HRM/General Mgt./Engineering/Economics/Computer/IT/ Education/Psychology/Law/Math/other, please specify)

DEAR SIR/MADAM

Please find my submission of manuscript titled ' _____ ' for likely publication in one of your journals.

I hereby affirm that the contents of this manuscript are original. Furthermore, it has neither been published anywhere in any language fully or partly, nor it is under review for publication elsewhere.

I affirm that all the co-authors of this manuscript have seen the submitted version of the manuscript and have agreed to inclusion of their names as co-authors.

Also, if my/our manuscript is accepted, I agree to comply with the formalities as given on the website of the journal. The Journal has discretion to publish our contribution in any of its journals.

NAME OF CORRESPONDING AUTHOR :

Designation/Post* :

Institution/College/University with full address & Pin Code :

Residential address with Pin Code :

Mobile Number (s) with country ISD code :

Is WhatsApp or Viber active on your above noted Mobile Number (Yes/No) :

Landline Number (s) with country ISD code :

E-mail Address :

Alternate E-mail Address :

Nationality :

* i.e. Alumnus (Male Alumni), Alumna (Female Alumni), Student, Research Scholar (M. Phil), Research Scholar (Ph. D.), JRF, Research Assistant, Assistant Lecturer, Lecturer, Senior Lecturer, Junior Assistant Professor, Assistant Professor, Senior Assistant Professor, Co-ordinator, Reader, Associate Professor, Professor, Head, Vice-Principal, Dy. Director, Principal, Director, Dean, President, Vice Chancellor, Industry Designation **etc.** **The qualification of author is not acceptable for the purpose.**

NOTES:

- a) The whole manuscript has to be in **ONE MS WORD FILE** only, which will start from the covering letter, inside the manuscript. ***pdf. version is liable to be rejected without any consideration.***
 - b) The sender is required to mention the following in the **SUBJECT COLUMN of the mail:**
New Manuscript for Review in the area of (e.g. Finance/Marketing/HRM/General Mgt./Engineering/Economics/Computer/IT/ Education/Psychology/Law/Math/other, please specify)
 - c) There is no need to give any text in the body of the mail, except the cases where the author wishes to give any **specific message** w.r.t. to the manuscript.
 - d) The total size of the file containing the manuscript is expected to be below **1000 KB**.
 - e) Only the **Abstract will not be considered for review** and the author is required to submit the **complete manuscript** in the first instance.
 - f) **The journal gives acknowledgement w.r.t. the receipt of every email within twenty-four hours** and in case of non-receipt of acknowledgment from the journal, w.r.t. the submission of the manuscript, within two days of its submission, the corresponding author is required to demand for the same by sending a separate mail to the journal.
 - g) The author (s) name or details should not appear anywhere on the body of the manuscript, except on the covering letter and the cover page of the manuscript, in the manner as mentioned in the guidelines.
2. **MANUSCRIPT TITLE:** The title of the paper should be typed in **bold letters, centered and fully capitalised**.
 3. **AUTHOR NAME (S) & AFFILIATIONS:** Author (s) **name, designation, affiliation (s), address, mobile/landline number (s), and email/alternate email address** should be given underneath the title.
 4. **ACKNOWLEDGMENTS:** Acknowledgements can be given to reviewers, guides, funding institutions, etc., if any.
 5. **ABSTRACT:** Abstract should be in **fully Italic printing**, ranging between **150 to 300 words**. The abstract must be informative and elucidating the background, aims, methods, results & conclusion in a **SINGLE PARA. Abbreviations must be mentioned in full.**
 6. **KEYWORDS:** Abstract must be followed by a list of keywords, subject to the maximum of **five**. These should be arranged in alphabetic order separated by commas and full stop at the end. All words of the keywords, including the first one should be in small letters, except special words e.g. name of the Countries, abbreviations etc.
 7. **JEL CODE:** Provide the appropriate Journal of Economic Literature Classification System code (s). JEL codes are available at www.aea-web.org/econlit/jelCodes.php. However, mentioning of JEL Code is not mandatory.
 8. **MANUSCRIPT:** Manuscript must be in **BRITISH ENGLISH** prepared on a standard A4 size **PORTRAIT SETTING PAPER. It should be free from any errors i.e. grammatical, spelling or punctuation. It must be thoroughly edited at your end.**
 9. **HEADINGS:** All the headings must be bold-faced, aligned left and fully capitalised. Leave a blank line before each heading.
 10. **SUB-HEADINGS:** All the sub-headings must be bold-faced, aligned left and fully capitalised.
 11. **MAIN TEXT:**

THE MAIN TEXT SHOULD FOLLOW THE FOLLOWING SEQUENCE:**INTRODUCTION****REVIEW OF LITERATURE****NEED/IMPORTANCE OF THE STUDY****STATEMENT OF THE PROBLEM****OBJECTIVES****HYPOTHESIS (ES)****RESEARCH METHODOLOGY****RESULTS & DISCUSSION****FINDINGS****RECOMMENDATIONS/SUGGESTIONS****CONCLUSIONS****LIMITATIONS****SCOPE FOR FURTHER RESEARCH****REFERENCES****APPENDIX/ANNEXURE****The manuscript should preferably be in 2000 to 5000 WORDS, But the limits can vary depending on the nature of the manuscript.**

12. **FIGURES & TABLES:** These should be simple, crystal **CLEAR, centered, separately numbered** & self-explained, and the **titles must be above the table/figure. Sources of data should be mentioned below the table/figure. It should be ensured that the tables/figures are referred to from the main text.**
13. **EQUATIONS/FORMULAE:** These should be consecutively numbered in parenthesis, left aligned with equation/formulae number placed at the right. The equation editor provided with standard versions of Microsoft Word may be utilised. If any other equation editor is utilised, author must confirm that these equations may be viewed and edited in versions of Microsoft Office that does not have the editor.
14. **ACRONYMS:** These should not be used in the abstract. The use of acronyms is elsewhere is acceptable. Acronyms should be defined on its first use in each section e.g. Reserve Bank of India (RBI). Acronyms should be redefined on first use in subsequent sections.
15. **REFERENCES:** The list of all references should be alphabetically arranged. **The author (s) should mention only the actually utilised references in the preparation of manuscript** and they may follow Harvard Style of Referencing. **Also check to ensure that everything that you are including in the reference section is duly cited in the paper.** The author (s) are supposed to follow the references as per the following:
- All works cited in the text (including sources for tables and figures) should be listed alphabetically.
 - Use (ed.) for one editor, and (ed.s) for multiple editors.
 - When listing two or more works by one author, use --- (20xx), such as after Kohl (1997), use --- (2001), etc., in chronologically ascending order.
 - Indicate (opening and closing) page numbers for articles in journals and for chapters in books.
 - The title of books and journals should be in italic printing. Double quotation marks are used for titles of journal articles, book chapters, dissertations, reports, working papers, unpublished material, etc.
 - For titles in a language other than English, provide an English translation in parenthesis.
 - **Headers, footers, endnotes and footnotes should not be used in the document.** However, **you can mention short notes to elucidate some specific point**, which may be placed in number orders before the references.

PLEASE USE THE FOLLOWING FOR STYLE AND PUNCTUATION IN REFERENCES:

BOOKS

- Bowersox, Donald J., Closs, David J., (1996), "Logistical Management." Tata McGraw, Hill, New Delhi.
- Hunker, H.L. and A.J. Wright (1963), "Factors of Industrial Location in Ohio" Ohio State University, Nigeria.

CONTRIBUTIONS TO BOOKS

- Sharma T., Kwatra, G. (2008) Effectiveness of Social Advertising: A Study of Selected Campaigns, Corporate Social Responsibility, Edited by David Crowther & Nicholas Capaldi, Ashgate Research Companion to Corporate Social Responsibility, Chapter 15, pp 287-303.

JOURNAL AND OTHER ARTICLES

- Schemenner, R.W., Huber, J.C. and Cook, R.L. (1987), "Geographic Differences and the Location of New Manufacturing Facilities," Journal of Urban Economics, Vol. 21, No. 1, pp. 83-104.

CONFERENCE PAPERS

- Garg, Sambhav (2011): "Business Ethics" Paper presented at the Annual International Conference for the All India Management Association, New Delhi, India, 19–23

UNPUBLISHED DISSERTATIONS

- Kumar S. (2011): "Customer Value: A Comparative Study of Rural and Urban Customers," Thesis, Kurukshetra University, Kurukshetra.

ONLINE RESOURCES

- Always indicate the date that the source was accessed, as online resources are frequently updated or removed.

WEBSITES

- Garg, Bhavet (2011): Towards a New Gas Policy, Political Weekly, Viewed on January 01, 2012 <http://epw.in/user/viewabstract.jsp>

BENEFITS OF SUPPLY CHAIN DIGITIZATION IN MANUFACTURING INDUSTRY: AN EMPIRICAL INVESTIGATION

PARDEEP KUMAR
ASST. PROFESSOR OF COMMERCE
RAJKIYA KANYA MAHAVIDYALAYA
SHIMLA

ABSTRACT

Supply chain management is now a crucial component of the success of the industrial sector in the quickly changing business environment of today. Manufacturing organizations are not exempt from the change brought about by digital transformation in how they conduct business. Manufacturers now run their operations in a completely new way thanks to the adoption of supply chain digitization, which has had a positive impact on productivity, efficiency, and profitability. Automation, artificial intelligence, and the Internet of Things (IoT) are just a few examples of the digital technologies that can be included into the supply chain management process through supply chain digitization. By streamlining supply chain processes, cutting costs, and boosting overall business performance, manufacturers benefit from digitization. With a growing emphasis on digitization and automation, India's manufacturing sector has undergone a substantial transition in recent years. Indian enterprises would be able to optimize their supply chain operations and maintain their competitiveness in the global market by using supply chain digitization.

KEYWORDS

supply chain management, digitization, manufacturing sector, automation, global competitiveness.

JEL CODES

L60, O14.

INTRODUCTION

The Indian manufacturing industry can gain greatly from supply chain digitisation. Manufacturers may optimise their supply chain processes, lower costs, and boost customer satisfaction by implementing digital technologies like the Internet of Things, cloud computing, and big data analytics. Digital technologies are increasingly being adopted by India's manufacturing sector to improve supply chain management. Manufacturers may see a variety of advantages from the adoption of digital supply chain management techniques, including higher production, lower costs, and increased efficiency. It's been highlighted that digital supply chain management automates and optimises supply chain processes by integrating digital technologies like the Internet of Things, cloud computing, and big data analytics. Manufacturers in India may profit from this integration in order to lower operating expenses, increase transparency, and raise customer satisfaction (Agrawal and Narain 2018).

Manufacturing businesses can choose inter-organizational information systems more wisely with the help of supply chain management digitization. They advise utilizing an integrated MCDM (Multiple Criteria Decision Making) strategy to set priorities for digital technologies according to how well they correspond with organizational objectives. The strategy uses a number of factors, such as compatibility, functionality, and cost, which are weighed, prioritized, and analyzed in order to determine the ideal digital technology solution. Manufacturers can improve the efficiency of their supply chains by employing this strategy to reduce the chance of failure while introducing digital technology. A organized technique for manufacturers to assess and choose the best digital technology solutions can be found in the integrated MCDM approach, which has been proposed by. The methodology entails determining the criteria that are crucial to the manufacturer's business goals and objectives, giving weight to each criterion based on its relative relevance, and then ranking the digital technology solutions according to how well they perform against each criterion. This strategy can assist and benefit Indian manufacturers by allowing them to prioritize digital technology solutions based on their unique business needs and to stay away from spending money on technologies that do not support their corporate objectives (Deepu and Ravi 2021).

Digitization of the supply chain can also assist Indian enterprises in identifying and removing obstacles to digital transformation. imply that it is possible to analyze dependencies among supply chain digitization barriers using an ISM (Interpretive Structural Modeling) technique. The strategy entails identifying the obstacles to digital transformation, analyzing how they interact, and prioritizing them in accordance with their significance. This strategy can help manufacturers in India overcome significant obstacles to supply chain digitization, including reluctance to shift, a lack of technical knowledge, and worries about data security (TS and Ravi 2022).

LITERATURE REVIEW

According to Papadopoulos et al. (2022), digitizing the supply chain is a key aspect of Industry 4.0 and has the ability to improve the production process by supplying real-time data insights and enhancing supply chain visibility. Manufacturers in India may benefit from this by reducing lead times, increasing overall efficiency, and optimizing supply chain operations. The development of supply chain relationship capital can help the manufacturing industry reap financial rewards from the deployment of supply chain digitization. The intangible assets that come from productive relationships between supply chain participants are referred to as supply chain relationship capital, according to Yu et al. (2021). They contend that implementing business green management practices, which involve incorporating environmental sustainability into the manufacturing process, can improve the value of the relationships in the supply chain and have a positive financial impact. Manufacturers may strengthen connections with supply chain partners, boost financial performance, and measure environmental sustainability criteria by employing digital technologies to streamline supply chain processes.

For improving supply chain digitization in the manufacturing sector, blockchain technology has emerged as a promising option. According to Wamba and Queiroz (2022), blockchain technology can increase supply chain security, traceability, and transparency by offering a decentralized and unchangeable record of all transactions. This can assist Indian industries in increasing supply chain visibility, decreasing transaction costs, and minimizing hazards related to disruptions. Manufacturers may increase their competitiveness and meet market expectations by implementing blockchain technology. The improvement of organizational performance in India's manufacturing sector depends increasingly on digital supply chain management. Khan et al. (2021) asserts that success in the digital supply chain depends on elements like data security, big data analytics, and supply chain visibility. This suggests that deploying digital technologies might enhance supply chain visibility, allowing producers to keep track of their inventories, predict demand, and make decisions on time. This results in fewer stockouts, shorter lead times, and ultimately more customer satisfaction.

Another advantage of supply chain digitization in India's manufacturing sector is the use of digital technologies into green supply chain management (GSCM) practices. According to Kurian (2020), firms can monitor their energy use, cut waste, and improve the sustainability of their supply chains with the aid of digital technologies like the internet of things (IoT) and big data analytics. This suggests that the digitalization of the supply chain can help manufacturers cut costs while also lowering their carbon impact and increasing efficiency. According to Agrawal et al. (2020), factories must overcome a number of obstacles before integrating digital technologies, including a lack of a competent staff, poor infrastructure, and high implementation costs. Manufacturers may create plans to reduce these barriers and take advantage of the advantages of digital supply chain management by identifying these obstacles. This suggests that the digitalization of the supply chain may help Indian firms become more competitive by reducing costs over the long run and increasing efficiency.

According to Choudhury et al. (2021), supply chain digitization can give Indian manufacturing companies access to new levels of agility. To determine the main factors influencing the agility of the digital supply chain and the connections between them, they suggest using a TISM (Total Interpretive Structural Modelling) approach. India's manufacturing sector's adoption of digital supply chain technologies. Technology adoption, information sharing, and cooperation are just a few examples of the components that are analyzed in a hierarchical structure as part of the technique to discover how much effect and dependence they have on one another. They come to the view that a balanced and integrated strategy that takes into account all of the cited drivers and their interrelationships can result in a digital supply chain that is more agile. This can assist Indian enterprises in determining and prioritizing the digital technologies and methods that will increase the agility of their supply chains. Organisations may design a comprehensive plan for digitization that takes into account the influence on the entire supply chain by understanding the interactions between the primary drivers. This strategy can assist manufacturers in overcoming the difficulties associated with putting in place digital supply chains and in reaping the rewards of agility, such as quicker response times, higher customer satisfaction levels, and enhanced operational effectiveness.

According to Jayant and Tiwari (2018), using green supply chain management techniques can boost competitiveness, reduce costs, and support sustainability. Digital technologies enable manufacturers to more effectively manage and monitor their supply chains, revealing areas where environmental impact can be minimized. However, India confronts a number of difficulties in implementing green supply chain management techniques. Nayak et al. (2021) listed a number of impediments, such as a lack of awareness, poor infrastructure, and insufficient government funding. However, some of these issues can be resolved with the help of supply chain digitization. Digital technology can facilitate information exchange and increase transparency in the supply chain by enhancing collaboration and communication between participants. This in turn can assist in finding opportunities for cost reductions and environmental improvement, resulting in improved supply chain performance. According to Mitra and Datta (2014), green supply chain management practices improve the efficiency of Indian manufacturing companies. By giving the supply chain more visibility and control, the use of digital technologies can strengthen this effect even further. Manufacturers may receive real-time insights into their operations and pinpoint areas for improvement by digitizing their supply chains. This may result in better environmental sustainability, financial savings, and enhanced productivity.

Supply chain digitization has grown in importance within India's manufacturing sector in recent years. According to Tonape and Owk (2013), the demand for sustainable manufacturing methods has led to a rise in popularity for green supply chain management in India. Manufacturers may decrease their carbon footprint, increase productivity, and save waste by digitising the supply chain. Digital technologies can assist factories in tracking inventory levels, streamlining logistics, and enhancing interaction with suppliers and clients. As a result, transportation expenses may go down and the supply chain may become more efficient.

According to Gharaibeh et al. (2022), supply chain digitalization can increase manufacturer and supplier collaboration, which will result in better product quality, quicker manufacturing schedules, and more effective resource usage. Digitization can also increase the competitiveness of Indian industries on a worldwide level. Manufacturers must be able to quickly adjust to changes in demand and produce and distribute products as e-commerce and online shopping grow in popularity. Manufacturing companies can adapt to changes in demand more rapidly, shorten lead times, and increase the efficiency and accuracy of order fulfilment by digitising their supply chains. Increased customer satisfaction and loyalty may follow, which may boost a brand's reputation and boost sales. By eliminating manual procedures and minimising errors, digitalization can also assist manufacturers in cost reduction, which increases profitability. The ability to gather and analyse data is another advantage of supply chain digitalization in India's manufacturing sector. Manufacturers can collect information on the performance of their suppliers, inventory levels, and transportation delays by utilising digital technologies. Additionally, supply chain digitisation may result in greater transparency and traceability in India's manufacturing sector. With the aid of digital technologies, producers can monitor items from the point of origin to the final consumer, guaranteeing that they adhere to rules and specifications. Consumers are getting more and more concerned with manufacturers' ethical and sustainable business practices.

OBJECTIVE OF THE STUDY

To find the benefits of supply chain digitization in manufacturing industry.

RESEARCH METHODOLOGY

This study is descriptive in nature in which the data were obtained from the 195 respondents to find the benefits of supply chain digitization in manufacturing industry. The major business area covered in the study were car manufacturers, steel manufacturers and other manufacturing companies. A checklist question was used to analyze and interpret the data. In a checklist question respondents choose "Yes" or "No" for all the questions.

DATA ANALYSIS AND INTERPRETATIONS

TABLE 1: BENEFITS OF SUPPLY CHAIN DIGITIZATION IN MANUFACTURING INDUSTRY

SL No.	Benefits of Supply Chain Digitization in Manufacturing Industry	Yes	% Yes	No	% No	Total
1	Improves the production process by supplying real-time data insights and enhancing supply chain visibility	175	89.74	20	10.26	195
2	It strengthens connections with supply chain partners, boost financial performance and measure environmental sustainability	170	87.18	25	12.82	195
3	Increasing supply chain visibility, decreasing transaction costs, and minimizing hazards related to disruptions	181	92.82	14	7.18	195
4	Manufacturers may increase their competitiveness and meet market expectations by implementing blockchain technology	183	93.85	12	6.15	195
5	Firms can monitor their energy use, cut waste and improve the sustainability of their supply chains	178	91.28	17	8.72	195
6	Helps manufacturers cut costs while also lowering their carbon impact and increasing efficiency	163	83.59	32	16.41	195
7	Indian enterprises in determining and prioritizing the digital technologies	162	83.08	33	16.92	195
8	Supply chain digitization can give Indian manufacturing companies access to new levels of agility	168	86.15	27	13.85	195

FIGURE 1: BENEFITS OF SUPPLY CHAIN DIGITIZATION IN MANUFACTURING INDUSTRY

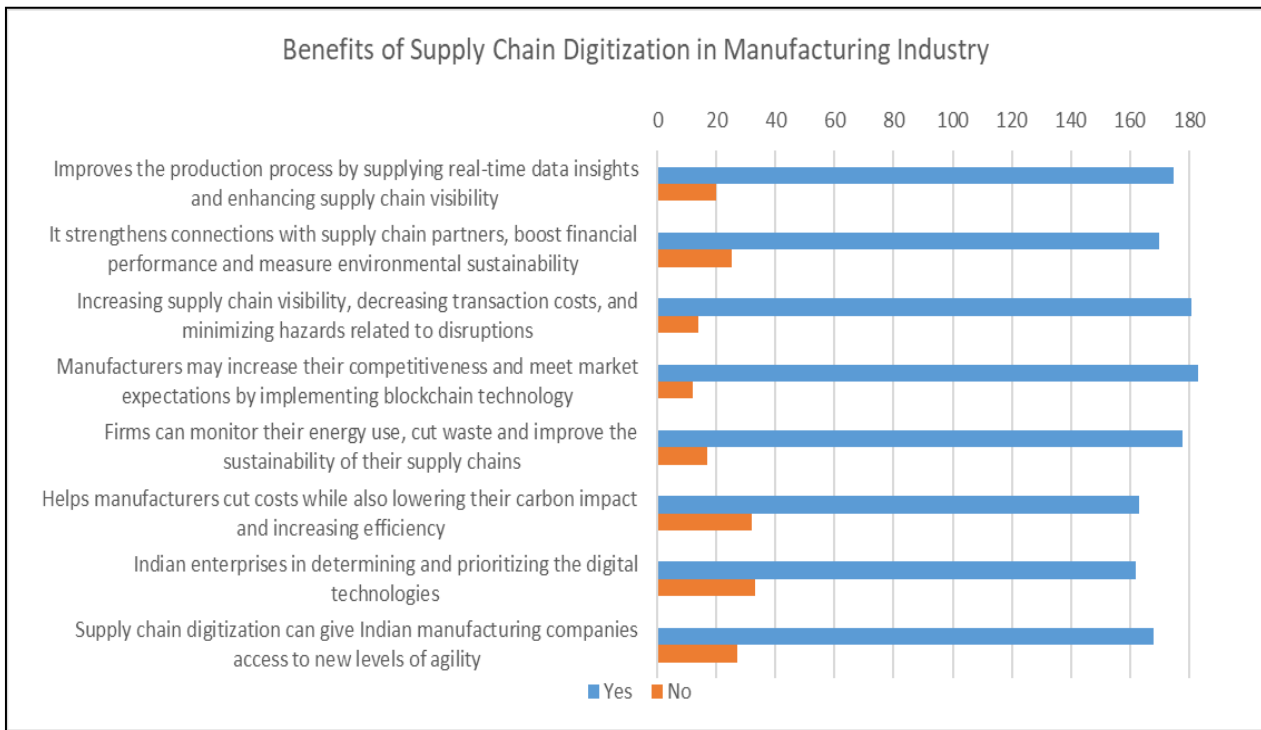


Table 1 and Figure 1 show the benefits of supply chain digitization in manufacturing industry. It was found that around 93.8% respondents accept that the Manufacturers may increase their competitiveness and meet market expectations by implementing blockchain technology, Increasing supply chain visibility, decreasing transaction costs, and minimizing hazards related to disruptions (92.8%), Firms can monitor their energy use, cut waste and improve the sustainability of their supply chains (91.2%), Improves the production process by supplying real-time data insights and enhancing supply chain visibility (89.7%), It strengthens connections with supply chain partners, boost financial performance and measure environmental sustainability (87.1%), Supply chain digitization can give Indian manufacturing companies access to new levels of agility (86.1%), Helps manufacturers cut costs while also lowering their carbon impact and increasing efficiency (83.5%) and Indian enterprises in determining and prioritizing the digital technologies (83.0%).

CONCLUSION

Technology provides a number of advantages that can boost performance, lower costs, and increase efficiency, supply chain digitization has grown in significance for India's manufacturing sectors. The capacity to automate jobs and streamline procedures is one of the primary benefits of digitalization, which can considerably enhance supply chain management. Increasing visibility and openness throughout the supply chain is one of the main advantages of supply chain digitization. As a result, businesses may analyze and monitor inventory levels, production procedures, and distribution networks in real-time, allowing them to react swiftly to changes in demand and streamline their operations. In addition, firms can use digitization to find and fix supply-chain bottlenecks or inefficiencies for greater performance and higher productivity. Improving collaboration and communication amongst various supply chain stakeholders is another benefit of supply chain digitization. By integrating digital tools and platforms, manufacturers may quickly and easily communicate data and information with suppliers, distributors, and customers, promoting greater coordination and quicker decision-making. In addition to these advantages, digitization can aid businesses in cost reduction and increased sustainability. Companies may minimize transportation costs, cut waste, and lower their overall carbon footprint by optimizing supply chain activities. Overall, supply chain digitalization offers a variety of advantages for India's manufacturing sectors, including better visibility, better collaboration, increased efficiency, and lower prices. As digitalization develops, it is expected to become even more crucial for manufacturers wanting to maintain their competitiveness in a market that is becoming more globally connected and technology-driven. Manufacturers may set themselves up for future success by embracing digitization and using the most up-to-date digital tools and technology.

REFERENCES

1. Agrawal, P., Narain, R., & Ullah, I. (2020). Analysis of barriers in implementation of digital transformation of supply chain using interpretive structural modelling approach. *Journal of Modelling in Management*, Vol. 15, No. 1, pp. 297-317.
2. Choudhury, A., Behl, A., Sheorey, P. A., & Pal, A. (2021). Digital supply chain to unlock new agility: a TISM approach. *Benchmarking: An International Journal*, Vol. 28, No. 6, pp. 2075-2109.
3. Deepu, T. S., & Ravi, V. (2021). Supply chain digitalization: An integrated MCDM approach for inter-organizational information systems selection in an electronic supply chain. *International Journal of Information Management Data Insights*, Vol. 1, No. 2, pp. 100038.
4. Gharaibeh, L., Eriksson, K., & Lantz, B. (2022). Supply Chain Digitalization in the Wood Manufacturing Industry: A Bibliometric Literature Review. *Proceedings of the SPS2022 Conference*, Vol. 21, pp. 617-628.
5. Jayant, A., & Tiwari, A. (2018). Impact of green supply chain management practices in India. *Journal of Industrial and Mechanical Engineering*, Vol. 2, pp.1-14.
6. Khan, S. A., Kusi-Sarpong, S., Gupta, H., Arhin, F. K., Lawal, J. N., & Hassan, S. M. (2021). Critical factors of digital supply chains for organizational performance improvement. *IEEE Transactions on Engineering Management*, Vol. 68, pp. 153-165.
7. Kurian, J. (2020). The role of digitalization in adopting green supply chain management practices: A critical review of literature. *Econ. Environ. Cons*, Vol. 26, pp. 213-220.
8. Mitra, S., & Datta, P. P. (2014). Adoption of green supply chain management practices and their impact on performance: An exploratory study of Indian manufacturing firms. *International Journal of Production Research*, Vol. 52(7), pp. 2085-2107.
9. Nayak, K. K., Singhal, D., & Tripathy, S. (2021). Determination of challenges and driving forces of green supply chain management in Indian manufacturing industries: A critical review. *International Journal of Logistics Systems and Management*, Vol. 40(1), pp. 28-51.
10. Papadopoulos, T., Singh, S. P., Spanaki, K., Gunasekaran, A., & Dubey, R. (2022). Towards the next generation of manufacturing: implications of big data and digitalization in the context of industry 4.0. *Production Planning & Control*, Vol. 33, No. 2-3, pp. 101-104.
11. TS, D., & Ravi, V. (2022). An ISM-MICMAC approach for analyzing dependencies among barriers of supply chain digitization. *Journal of Modelling in Management*, Vol.17, pp. 410-429.

12. Tonape, S., & Owk, M. (2013). An Overview, Trends and Future Mapping of Green Supply Chain Management-Perspectives in India. *Journal of Supply Chain Management Systems*, 2(3), pp. 1-11.
13. Yu, Y., Zhang, J. Z., Cao, Y., & Kazancoglu, Y. (2021). Intelligent transformation of the manufacturing industry for Industry 4.0: Seizing financial benefits from supply chain relationship capital through enterprise green management. *Technological Forecasting and Social Change*, Vol. 172, pp.120999.
14. Agrawal, P., and Narain, R. (2018, December), "Digital supply chain management: An Overview," IOP Conference Series: Materials Science and Engineering, vol. 455, no. 1, pp. 012074, published by IOP Publishing.
15. Wamba, S. F., & Queiroz, M. M. (2022). Industry 4.0 and the supply chain digitalisation: a blockchain diffusion perspective. *Production Planning & Control*, Vol. 33, No. 2-3, pp. 193-210.

A STUDY ON WORKING AND PERFORMANCE OF DISTRICT CONSUMER DISPUTES REDRESSAL COMMISSIONS IN THE STATE OF UTTARAKHAND

**Dr. BHAVET
JAGADHRI**

Mobile Number: +91-9653536591

Email: drbhavetgarg@gmail.com

ABSTRACT

This paper attempts to study working and performance of 13 District Consumer Disputes Redressal Commissions working in state of Uttarakhand. Although overall disposal percentage of cases is satisfactory in case of District Consumer Disputes Redressal Commissions working in state of Uttarakhand but, if we make one to one analysis of all 13 District Consumer Disputes Redressal Commissions working in state of Uttarakhand then we came to know that performance of District Consumer Disputes Redressal Commissions of Almora, Champawat, Dehradun, Udham Singh Nagar, Haridwar and Bageshwar need improvement and Uttarakhand Government must take necessary steps like filling vacant post of presidents and members in these District Commissions and starting of Lok Adalats to ensure quick justice to consumers.

KEYWORDS

CDRC, CPA, Uttarakhand, consumer protection.

JEL CODES

D18, K15.

INTRODUCTION

Government of India enacted number of laws for protection of aggrieved consumers but, Consumer Protection Act, 2019 was one of the landmark law which facilitated setting up of Consumer Disputes Redressal Agencies at District, State and National level for providing simple, speedy and inexpensive redressal to aggrieved consumers and accordingly Uttarakhand Government has established Uttarakhand State Consumer Disputes Redressal Commission in the state capital Dehradun and 13 District Consumer Disputes Redressal Commissions in 13 Districts of Uttarakhand.

TYPE OF RESEARCH

The present study is descriptive cum exploratory in nature. It describes and explores state of affairs of 13 District Consumer Disputes Redressal Commissions of Uttarakhand.

OBJECTIVES OF THE STUDY

It attempts to elaborate the state of affairs of the cases filed/disposed of at the 13 District Consumer Disputes Redressal Commissions working in Uttarakhand. The study points out various problems being faced by these Consumer Disputes Redressal Agencies and suggest their possible solutions.

RESEARCH METHODOLOGY

The study is based on the secondary data collected through various journals, website and other unpublished sources.

RESULTS AND DISCUSSION

The statement showing the cases filed/disposed of at the 13 District Consumer Disputes Redressal Commissions working in Uttarakhand as on November 30, 2022 is given in Table No. 1.1.

TABLE 1.1: STATEMENT OF CASES FILED/DISPOSED OF IN DISTRICT CONSUMER DISPUTES REDRESSAL COMMISSIONS IN STATE OF UTTARAKHAND (AS ON 30-11-2022)

Sr. No	Name of District Commission	Cases Filed since inception	Cases Disposed of since inception	Disposal Percentage	Pending Cases	Pendency Percentage
.1	Dehradun	15341	13970	91.06	1371	8.94
2	Haridwar	11444	10476	91.54	968	8.46
3	Almora	3537	2982	84.31	555	15.69
4	Udham Singh Nagar	4499	4145	92.13	354	7.87
5	Nainital	6720	6571	97.78	155	2.31
6	Chamoli	1671	1591	95.21	80	4.79
7	Uttarkashi	2616	2538	97.02	78	2.98
8	Pauri Garhwal	2310	2235	96.75	75	3.25
9	Pithoragarh	1819	1755	96.48	64	3.52
10	Champawat	315	268	85.08	47	14.92
11	Bageshwar	560	518	92.50	42	7.50
12	Tehri Garhwal	2538	2502	98.58	36	1.42
13	Rudraprayag	497	477	95.98	20	4.02
	Total	53867	50028	92.87	3845	7.13

Source: Unpublished Record of Uttarakhand State Consumer Disputes Redressal Commission (2022)

INTERPRETATION

- The study examined the statement of cases filed/disposed of at the 13 District Consumer Disputes Redressal Commissions working in of Uttarakhand as depicted in Table 1.1. Analysis of Table 1.1 reveals that 53867 cases have been filed out of which 50028 (92.87%) has been disposed of.
- The overall disposal rate of 92.87 percent reflects that disposal rate of the cases at 13 District Consumer Disputes Redressal Commissions working in Uttarakhand is satisfactory.
- Out of 13 District Consumer Disputes Redressal Commissions working in Uttarakhand 13 District Consumer Disputes Redressal Commissions at Nainital, Chamoli, Uttarkashi, Pauri Garhwal, Pithragarh, Tehri Garhwal and Rudraprayag have disposal rate higher than overall disposal rate of 92.87%.

4. Out of 13 District Consumer Disputes Redressal Commissions working in Uttarakhand 6 District Consumer Disputes Redressal Commissions have pendency rate higher than overall pendency rate of 7.13%.
5. As per statistics released by National Consumer Disputes Redressal Commission post of president and members were vacant in various District Consumer Disputes Redressal Commissions so, U.P. Govt. should take necessary steps to solve this problem and to ensure that no post remain vacant at any level.
6. Analysis of Table 1.1 clearly shows that pendency percentage of cases is highest in District Commission of Almohra (15.69%). It is followed by District Commission of Chamawat(14.92%), Dehradun(8.94%), Haridwar(8.46%), Udham Singh Nagar (7.87%) and Bageshwar (7.50%). Uttarakhand Govt. should allow starting of Lok Adalats in these District Commissions to solve the issue of pendency of cases.

CONCLUSION

This paper attempts to study working and performance of 13 District Consumer Disputes Redressal Commissions working in state of Uttarakhand. Although overall disposal percentage of cases is satisfactory in case of District Consumer Disputes Redressal Commissions working in state of Uttarakhand but, if we make one to one analysis of all 13 District Consumer Disputes Redressal Commissions working in state of Uttarakhand then we came to know that performance of District Consumer Disputes Redressal Commissions of Almora, Champawat, Dehradun, Udham Singh Nagar, Haridwar and Bageshwar need improvement and Uttarakhand Government must take necessary steps like filling vacant post of presidents and members in these District Commissions and starting of Lok Adalats to ensure quick justice to consumers.

REFERENCES

1. Bhavet (2010) 'An Analysis of Performance of Consumer Disputes Redressal Agencies with special reference to state of Uttarakhand in India' SDCM Journal of Management Volume 1 Issue 1 July 2010 ISSN no. – 0976 – 6596 Page No 63-74
2. Bhavet (2012) 'An Analysis of Working and Performance of District Consumer Disputes Redressal Forums in India' MMU Journal of Management Practices (ISSN 0974-7257) Volume 6, Issue 1, January-June, 2012 Page No 37-43
3. Bhavet (2013) 'A Study on Working and Performance of District Consumer Disputes Redressal Forums in the State of Andhra Pradesh' Shree Ram Institute's International Journal of Commerce and Management (ISSN 2321-5631) Volume 1, Issue 1, June, 2013 Page No 69-70
4. Unpublished records of National Consumer Disputes Redressal Commission, New Dehi (2022)
5. Unpublished records of Uttar Pradesh State Consumer Disputes Redressal Commission (2022)

REQUEST FOR FEEDBACK

Dear Readers

At the very outset, International Journal of Research in Commerce & Management (IJRCM) acknowledges & appreciates your efforts in showing interest in our present issue under your kind perusal.

I would like to request you to supply your critical comments and suggestions about the material published in this issue, as well as on the journal as a whole, on our e-mail infoijrcm@gmail.com for further improvements in the interest of research.

If you have any queries, please feel free to contact us on our e-mail infoijrcm@gmail.com.

I am sure that your feedback and deliberations would make future issues better – a result of our joint effort.

Looking forward to an appropriate consideration.

With sincere regards

Thanking you profoundly

Academically yours

Sd/-

Co-ordinator

DISCLAIMER

The information and opinions presented in the Journal reflect the views of the authors and not of the Journal or its Editorial Board or the Publishers/Editors. Publication does not constitute endorsement by the journal. Neither the Journal nor its publishers/Editors/Editorial Board nor anyone else involved in creating, producing or delivering the journal or the materials contained therein, assumes any liability or responsibility for the accuracy, completeness, or usefulness of any information provided in the journal, nor shall they be liable for any direct, indirect, incidental, special, consequential or punitive damages arising out of the use of information/material contained in the journal. The journal, neither its publishers/Editors/ Editorial Board, nor any other party involved in the preparation of material contained in the journal represents or warrants that the information contained herein is in every respect accurate or complete, and they are not responsible for any errors or omissions or for the results obtained from the use of such material. Readers are encouraged to confirm the information contained herein with other sources. The responsibility of the contents and the opinions expressed in this journal are exclusively of the author (s) concerned.

ABOUT THE JOURNAL

In this age of Commerce, Economics, Computer, I.T. & Management and cut throat competition, a group of intellectuals felt the need to have some platform, where young and budding managers and academicians could express their views and discuss the problems among their peers. This journal was conceived with this noble intention in view. This journal has been introduced to give an opportunity for expressing refined and innovative ideas in this field. It is our humble endeavour to provide a springboard to the upcoming specialists and give a chance to know about the latest in the sphere of research and knowledge. We have taken a small step and we hope that with the active co-operation of like-minded scholars, we shall be able to serve the society with our humble efforts.

Our Other Journals

