

Training Programme on Consumer Protection
New Delhi, 16-20 February 2009

Programme

DAY I (Monday, 16th February 2009)

0830 – 0900	Registration
0900 – 0930	Inaugural
0930 – 1000	Tea/Coffee
1000 – 1130	Session 1: Key Issues in Consumer Protection: Perspective in the light of the Electricity Act, 2003, National Electricity Policy, FOR Working Group Report on “Protection of Consumer’s Interest” Alok Kumar, CERC
1130 – 1300	Session 2: Consumer Protection in the Electricity Sector: Experience from Rajasthan Rajesh Kumar, CUTS International
1300 – 1400	Lunch
1400 – 1530	Session 3: Consumer Advocacy and Consumer Participation in the Regulatory Process – Experiences from Karnataka Y.G. Muralidharan, Consumer Advocate, KERC
1530 – 1600	Tea/Coffee
1600 – 1730	Session 4: Indian and International Best Practices and Mechanisms Employed for Consumer Protection: Presentation of a Case Study Pradeep S. Mehta, CUTS International

DAY II (Tuesday, 17th February 2009)

0900 – 0930	Recap of Day I
0930 – 1100	Session 5: The Role and Status of Consumer Protection in the Electricity Regulatory Process including Grievance Redressal mechanism-CGRF & Ombudsman: A Comparative Analysis of Selected ERCs Y.G. Muralidharan, Consumer Advocate, KERC

1100 – 1130	Tea/Coffee
1130 – 1300	Session 6: Consumer Interest: Perspective in the light of efficiency gains, loss reduction, competition, standard of performance etc. S.K. Chatterjee, Dy.Chief (Regulatory Affairs), CERC
1300 – 1400	Lunch
1400 – 1730	Field Visit and Interaction with DERC Ombudsman Office*

DAY III (Wednesday, 18th February 2009)

0900 – 0930	Recap of DAY II
0930 – 1100	Session 7: Avenues for Redressal of Consumer Grievances including the provisions in the Consumer Protection Act 1986 G. C. Mathur, BINTY
1100 – 1130	Tea/Coffee
1130 – 1300	Session 8: Electricity Ombudsman- Maharashtra Experiences Wasudeo. G. Gorde, Ombudsman, Maharashtra
1300 – 1400	Lunch
1400 – 1530	Session 9: Consumer Empowerment through the Use of Information Technology Satya Gupta, AGM, North Delhi Power Ltd. (NDPL)
1530 – 1600	Tea/Coffee and End of Day III

DAY IV (Thursday, 19th February 2009)

0900 – 0930	Recap of DAY III
0930 – 1100	Session 10: Consumer Charter and Customer Participation Ashok Pendse, Mumbai Grahak Panchayat
1100 – 1130	Tea/Coffee
1130 – 1300	Session 11: Consumer Protection: Licensee's Role and Perspective (With special reference to rural areas) Representative of NOIDA Power Company Ltd
1300 – 1400	Lunch

- 1400 – 1530 **Session 12:** Legal Issues and Implications for Consumers: Key Decisions Issued by the Supreme Court of India and the Appellate Tribunal for Electricity
Amit Kapur, JSA
- 1530 – 1600 **Tea/Coffee and End of Day IV**

DAY V (Friday, 20th February 2009)

- 0900 – 0930 **Recap of DAY IV**
- 0930 – 1100 **Session 13:** Important Tools for Consumer Impact Analysis including Consumer Satisfaction Surveys- Methods and procedures
Vijay Vir Singh, CUTS International
- 1100 – 1130 **Tea/Coffee**
- 1130 – 1300 **Session 14:** Consumer interest: vision in legal & regulatory framework & its realisation
K. Venugopal, Member, DERC
- 1300 – 1400 **Lunch**
- 1400 – 1530 **Closing and Evaluation**
- 1530 – 1600 **Tea/Coffee**

*Not confirmed