

Two Days' Residential Training Programme
"Protection of Consumer Interest for Officers of CGRF and Ombudsman"
Venue: NPTI Corporate Office, Sector-33, Faridabad
21st – 22nd March, 2013

Day 1 Thursday, 21st March, 2013	
0900 Hrs. – 1000 Hrs.	Registration
1000 Hrs. – 1030 Hrs.	Inaugural Function: Principal Director (MS), NPTI, Director (MS), NPTI Inaugural Address by Sh S. K. Choudhary, Principal Director (MS), NPTI
1030 Hrs. – 1100 Hrs.	High Tea
1100 Hrs. – 1300 Hrs.	Role of Regulatory Framework Institutionalizing Consumer Advocacy, the possible Options and Strategies for consumer education, empowerment and funding Dr. Ashok Pendse, Director, Precise Electricals Ltd., Mumbai
1300 Hrs. – 1400 Hrs.	Lunch Break
1400 Hrs. – 1530 Hrs.	Institutionalizing Consumer Advocacy, the possible Options and Strategies for consumer education, empowerment and funding Dr. Ashok Pendse, Director, Precise Electricals Ltd., Mumbai
1530 Hrs. – 1545 Hrs.	Tea Break
1545 Hrs. – 1700 Hrs.	Technology Interventions to Improve Customer Care Practices - by a Utility Mr. Arunabha Basu, Head - Technology, Tata Power Delhi Distribution Company Limited

Day 2 Friday, 22nd March, 2013

1000 Hrs. – 1130 Hrs.	Procedure for Handling Consumer Complaints – A Model Mechanism Sh. VK Khanna, Ombudsman
1130 Hrs. – 1145 Hrs.	Tea Break
1145 Hrs. – 1300 Hrs.	Important Legal Issues arising before CGRF's and Electricity Ombudsman Senior Lawyer from BSES Yamuna Power Limited
1300 Hrs. – 1400 Hrs.	Lunch Break
1400 Hrs. – 1500 Hrs.	Consumer grievance redressal experience in Delhi Ms Anjali Chandra, Executive Director, DERC
1500 Hrs. – 1630 Hrs.	Introduction to Standards of Performance and Turnaround story of BSES Rajdhani Power Limited Sh Rajeev Chowdhury, Head – Regulatory Affairs, BSES Rajdhani Power Ltd
1630 Hrs. – 1645 Hrs.	Tea Break
1645 Hrs. – 1700 Hrs.	Wrap-up & Photo Session Valedictory function and distribution of certificates by NPTI