

Two Days Residential Training Programme on
“Protection of Consumer Interest” for Officers of CGRF and Ombudsman
(Under the aegis of Forum of Regulators)

Venue: NPTI Corporate Office, Sector-33, Faridabad
25th - 26th February, 2016

Day 1: Thursday, 25th February, 2016	
09:30 am- 10.00 am	Registration
10.00 am-10.30 am	Inaugural Function
10.30 am-10.45 am	High Tea
10.45 am-12.15 pm	Procedure for Handling Consumer Complaints - A Model Mechanism Sh. VK Khanna, Ex-Ombudsman, JERC
12.15 pm-1.15 pm	Consumer grievance redressal experience in Delhi Ms. Anjali Chandra, Chief Engineer (Incharge), CEA
1.15 pm-2.00 pm	Lunch Break
2.00pm-3.00pm	Technology Interventions to Improve Customer Care Practices Ms Shweta Mathur, Sr. Manager - Customer Services, TPDDL
3.00 pm-4.00 pm	Discussion of Grievances of Consumers of Haryana Mr. S. K. Sachdeva, Director, DHBVNL
4.00 pm-4.15 pm	Tea Break
4.15pm-5.15pm	Introduction to Standards of Performance and Turnaround story of BRPL Sh. Rajeev Chowdhury, Head - Regulatory Affairs, BSES Rajdhani Power Ltd

Day 2: Friday, 26th February, 2016

10.00 am-11.00 am	Important Legal Issues arising before CGRF's and Electricity Ombudsman Mr. Naresh Kumar, Adviser (Law), Electricity Ombudsman, Delhi
11.00 am-11.10 am	Tea Break
11.10 am-1.00 pm	Role of Regulatory Framework & Institutionalizing Consumer Advocacy Dr. Ashok Pendse, Director, Precise Electricals Ltd., Mumbai
1.00 pm-2.00 pm	Lunch Break
2.00 pm-3.00 pm	Possible Options and Strategies for consumer education, empowerment and funding Dr. Ashok Pendse, Director, Precise Electricals Ltd., Mumbai
3.00 pm-3.15 pm	Tea Break
3.15 pm-4.45 pm	Valedictory Function: Principal (MS), NPTI Director (MS), NPTI Valedictory Address by Principal(MS), NPTI Distribution of Certificates