

**NATIONAL POWER TRAINING INSTITUTE, FARIDABAD**

**Online Training program on  
“Protection of Consumer Interest” for Officers of CGRF and Ombudsman  
(Under the aegis of Forum of Regulators)**

**Program Schedule**

<b>Date/Timings</b>	<b>Topic/Faculty</b>	<b>Links for online session</b>
<b>DAY-1 (20<sup>th</sup> January 2022)</b>		
9:45-10:15 am	<b>(Registration and joining of the participants) (Inaugural session)</b>	<a href="https://meet.google.com/hjh-veqr-sks">https://meet.google.com/hjh-veqr-sks</a>
10:15-11:30 am	<b>Role of Regulatory framework and Institutionalizing Consumer Advocacy</b> (Dr Ashok Pendse, Energy Coordinator, Belapur Industries Association, Mumbai)	
11:30 am-1:00 pm	<b>Possible options and strategies for consumer education empowerment &amp; funding</b> (Dr Ashok Pendse, Energy Coordinator, Belapur Industries Association, Mumbai)	<a href="https://meet.google.com/hjh-veqr-sks">https://meet.google.com/hjh-veqr-sks</a>
1:00 pm-2:00 pm	<b>Lunch</b>	
2:00 pm-3:30 pm	<b>Procedure for Handling Consumer Complaints – A Model Mechanism</b> (Sh Rajasekhar Devaguptapu, Ex Adviser, Forum of Regulators)	<a href="https://meet.google.com/hjh-veqr-sks">https://meet.google.com/hjh-veqr-sks</a>
3:30-5:00 pm	<b>Consumer Empowerment &amp; Grievance redressal mechanism</b> (Sh Rajasekhar Devaguptapu, Ex Adviser, Forum of Regulators)	<a href="https://meet.google.com/hjh-veqr-sks">https://meet.google.com/hjh-veqr-sks</a>
<b>DAY-2 (21<sup>st</sup> January 2022)</b>		
10:00-11:30 am	<b>Electricity Act 2003 and Enabling Regulatory provisions with emphasis on Protection of Consumer Interest</b> (Sh Raj Singh Niranjana, Law Expert & Managing Partner, Trans India Law Associates (TILA), Legal Adviser, International Solar Alliance)	<a href="https://meet.google.com/hjh-veqr-sks">https://meet.google.com/hjh-veqr-sks</a>
11:30 am-1:00 pm	<b>Constitutional laws and some landmark judgements pertaining to consumers in the Power Sector</b> (Sh Raj Singh Niranjana, Law Expert & Managing Partner, Trans India Law Associates (TILA), Legal Adviser, International Solar Alliance)	<a href="https://meet.google.com/hjh-veqr-sks">https://meet.google.com/hjh-veqr-sks</a>
1:00 pm-2:00 pm	<b>Lunch</b>	
2:00 pm-3:30 pm	<b>Technology Interventions to Improve Customer Care Practices</b> (Sh Munish Sharma, Circle Head (Retail Business), BSES Rajdhani Power Ltd)	<a href="https://meet.google.com/hjh-veqr-sks">https://meet.google.com/hjh-veqr-sks</a>
3:30-5:00 pm	<b>Important legal issues arising before CGRFs and Electricity Ombudsman</b> (Ms Abiha Zaidi, Law offices of Abiha Zaidi, New Delhi)	<a href="https://meet.google.com/hjh-veqr-sks">https://meet.google.com/hjh-veqr-sks</a>
5:00 pm	<b>Open discussion and views sharing from participating CGRFs &amp; Ombudsman &amp; Closing of the program</b>	