

**Report**  
**on**  
**Two Days Online Training Program**  
**On**  
**"Protection of Consumer Interest"**  
**for**  
**Officers of CGRF and Ombudsman**  
**03rd - 04th November, 2022**

## Program Schedule

### Thursday, 03<sup>rd</sup> November 2022

0945 Hrs – 1000 Hrs	Inaugural Session
1000 Hrs – 1130 Hrs	Institutionalizing Consumer Advocacy and Strategies for Consumer education,empowerment and funding <b>Dr. Ashok Pendse, Energy Coordinator, Belapur Industries Association,Mumbai</b>
1130 Hrs – 1300 Hrs	Consumer Grievance redressal experience in Tata Power <b>Mr. Harsh Kumar Singh, Head Connection Mana gement and BusinessExcellence at Tata Power Western Odisha Distribution Limited</b>
1300 Hrs – 1400 Hrs	Lunch Break
1400 Hrs – 1530 Hrs	Technology Interventions to improve Customer Care Practices <b>M s. Payal Kumari, Cyber Expert, NPTI Faridabad</b>
1530 Hrs – 1700 Hrs	Important Legal issues arising before CGRF & Ombudsman <b>Ms. Abiha Zaidi, Law Offices of Abiha Zaidi, New Delhi</b>

### Friday, 04<sup>th</sup> November 2022

1000 Hrs – 1130 Hrs	Procedure for handling Consumer Complaints – A Model Mechanism <b>Mr. Rajasekhar Devaguptapu, Ex -Advisor, Forum of Regulators</b>
1130 Hrs – 1300 Hrs	Consumer Empowerment & Grievance redressal mechanism <b>Mr. Rajasekhar Devaguptapu, Ex -Advisor, Forum of Regulators</b>
1300 Hrs – 1400 Hrs	Lunch Break

1400 Hrs – 1530 Hrs	Introduction to Standards of Performance and Enabling Regulatory Provisions for Protection of Consumer Interest <b>Mr. Rajul Agarwal, Head (Regulatory Affairs), BSES Rajdhani Power Limited</b>
1530 Hrs – 1700 Hrs	Constitutional Laws and Landmark Judgments pertaining to Consumers in Power Sector <b>Mr. Raj Singh Niranjana, Law Expert &amp; Managing Partner, Trans India Law Associates (TILA) and Legal Advisor, International Solar Alliance</b>
1700 Hrs – 1730 Hrs	Open discussion & Feedback from Participating CGRFs & Ombudsman

### List of Participants

S.No.	Name of the Participants	Designation	Organization Name
1	Rajendra Prasad Nayak	Law Officer	JSERC
2	R. Krishnamurthy	Independent Member	CGRF, Puducherry UT
3	M.P.Singh Wasal	Electricity Ombudsman	JERC for Goa & UTs
4	R Sharada	Electricity Ombudsman	KERC
5	MOLOY BORA IAS (RETD)	Electricity Ombudsman	AERC
6	DAYANA V	PA to DE	TNERC
7	Sandra Vaz e Correia	Nominated Member CGRF	CGRF, Electricity Department, Goa.
8	Sunil Arora	Advisor (Law)	Electricity Ombudsman, New Delhi
9	N. Kannan	Electricity Ombudsman	TNERC
10	Shakti Samant	CGRF	CGRF Muzaffarpur
11	Rupam Das	Office In-Charge cum PS to Chairperson	CGRF, Guwahati
12	Madhusudan Atre	Electricity Ombudsman	MPERC BHOPAL
13	Vandana Krishna	Electricity Ombudsman	Office of the Electricity Ombudsman, Mumbai
14	Rajinder Singh More	Member,CGRF	JERC,Chandigarh Electrical Dept
15	Sonam Gyamtso Bhutia	Assistant Director (Legal)	SSERC
16	Nishat Ahmad Alvi	Member(CRM), BYPL	CGRF, BYPL
17	Ramchandra Narayan Sardesai	Chairperson CGRF K0lhapur	M.S.E.D.C.L Kolhapur Zone
18	Ashok Kumar singh	Member CGRF	TPDDL
19	Virendra kumar Goel	Chairman	ECGRF Indore & Ujjain Area (MP)
20	Chamu Singh Gashyal	Judicial Member	U.P.C.L

## Feedback

Name of the Participant	Designation	Organization Name	1st Topic	2nd Topic	3rd Topic	4th - Topic	2nd day-1st Topic	2nd day-2nd- Topic	2nd day-3rd- Topic	2nd day-4th- Topic	Any suggestions
Rupam Das	PS to the Chairperson cum Office In-Charge, CGRF, Guwahati	CGRF, Guwahati	Very Good	Very Good	Good	Very Good	Excellent	Excellent	Good	Excellent	Best speech from Mr.Raj Singh Niranjana
N.KANNAN	Ombudsman TNERC	TNERC TAMIL NADU	Very Good	Good	Good	Excellent	Very Good	Very Good	Good	Excellent	
DAYANA	PA TO DE	TNERC	Very Good	Fair	Very Good	Excellent	Good	Good	Good	Excellent	

**Email****Amit Mishra**

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**Sopa9m:Re: Program on "Protection of Consumer Interest"**

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**From :** atremsa@gmail.com

Fri, Nov 18, 2022 12:18 PM

**Subject :** Sopa9m:Re: Program on "Protection of Consumer Interest"**To :** Amit Mishra <amit.npti@gov.in>

Thank you very much sir , the seminar was very good.

M S ATRE  
Ombudsman Madhya Pradesh

On Thu, Nov 17, 2022 at 6:23 PM Amit Mishra <[amit.npti@gov.in](mailto:amit.npti@gov.in)> wrote:

Madam/Sir,

PI find attached the copies of Presentation & training material which have been shared by Speakers. PI also find attached the Speakers details.

Regards,  
Amit Mishra  
Asst Director

