

NATIONAL POWER TRAINING INSTITUTE

**02 Days Residential Training Program for officers of CGRF & Ombudsman on
“Protection of Consumer Interest”
20th & 21st February, 2025 at NPTI Faridabad**

Program Schedule			
Day	Time	Topic	Experts
20.02.25	09:45 – 10:00	Inaugural Session	Team NPTI
	10:00 – 11:30	Technology Interventions to improve Customer Care Practices	Dr. Anup Girdhar , CEO, Sedulity Solutions
	11:30 – 13:00	Grievance redressal mechanism Experience in BSES Rajdhani	Mr. Munish Sharma , Vice President, BSES Rajdhani Power Limited
	13:00 – 14:00	Lunch	
	14:00 – 15:30	Procedure for handling Consumer Complaints – A Model Mechanism	Mr. Rajasekhar Devaguptapu , Ex-Advisor, Forum of Regulators
	15:30 – 17:00	Consumer Empowerment & Grievance redressal mechanism	Mr. Rajasekhar Devaguptapu , Ex-Advisor, Forum of Regulators
21.02.25	10:00 – 11:30	Enabling Provisions for Protection of Consumer Interest	Ms. Dipanwita Ray Head of Department- Customer Experience, Customer Services, VAS & EaaS Tata Power-DDL
	11:30 – 13:00	Institutionalizing Consumer Advocacy and Strategies for Consumer education, empowerment and funding	Ms. Dipanwita Ray Head of Department- Customer Experience, Customer Services, VAS & EaaS Tata Power-DDL
	13:00 – 14:00	Lunch	
	14:00 – 15:30	Important Legal issues arising before CGRF & Ombudsman	Mr. Raj Singh Niranjana , Law Expert & Managing Partner, Trans India Law Associates (TILA) and Legal Advisor, International Solar Alliance
	15:30 – 17:00	Constitutional Laws and Landmark Judgments pertaining to Consumers in Power Sector	Mr. Raj Singh Niranjana , Law Expert & Managing Partner, Trans India Law Associates (TILA) and Legal Advisor, International Solar Alliance
		Open discussion & Feedback from Participating CGRFs & Ombudsman	Team NPTI

S.no.	Salutation	NAME	Designation	Organisation
1	Sh.	Rajesh Kumar	Electricity Ombudsman	Bihar ERC
2	Sh.	Binod Kumar	Chairperson, CGRF, Darbhanga	Bihar ERC
3	Sh.	P.K. Agrawal	Member(Legal), CGRF, BYPL	Delhi ERC
4	Sh.	Rajiv Jain	Member, ECGRF, BRPL	Delhi ERC
5	Sh.	Shirish Asthana	Member(Tech), ECGRF, TPDDL	Delhi ERC
6	Sh.	Yogesh S Ghedia	Electricity Ombudsman	Gujarat ERC
7	Sh.	Rakesh Kumar Khanna	Electricity Ombudsman	Haryana ERC
8	Sh.	Deepak Uppal	Electricity Ombudsman	Himachal Pradesh ERC
9	Sh.	C.M. Sharma	Electricity Ombudsman	JERC Goa and UTs
10	Sh.	Kamlesh R Shah	Independent Member, CGRF DNHDD	JERC Goa and UTs
11	Smt.	Biji Thomas	Independent Member CGRF, Andaman	JERC Goa and UTs
12	Sh.	R. Krishnamurthy	Independent Member CGRF, Puducherry	JERC Goa and UTs
13	Sh.	N. Krishnaiah	Electricity Ombudsman	Karnataka ERC
14	Sh.	B. Narayanaswamy	Chairperson, CGRF, BESCOM	Karnataka ERC
15	Smt.	Sandhya Divakar	Deputy Chief Engineer, CGRF Kozhikode (KSEB)	Kerala ERC
16	Smt.	Laila N G	Depty Chief Engineer, CGRF Kottarakkara (KSEB)	Kerala ERC
17	Sh.	Ashay Dalal	GM - AEML	Maharashtra ERC
18	Sh.	Rajesh Ramdas Mahulkar	Executive Engineer, CGRF-Amravat	Maharashtra ERC
19	Smt.	Anjuli Chandra	Electricity Ombudsman	Punjab SERC
20	Sh.	J. Prabhakaran	Dy Director (Engg.)	Tamil Nadu ERC
21	Sh.	R. Laxma Reddy	Dy. Director (Consumer Affairs), TGERC	Telangana ERC
22	Sh.	R. Charan Das	Member (Finance), CGRF-1, Warangal	Telangana ERC
23	Sh.	S. Ramakrishna	Member (Tech), CGRF-II, Nizamabad	Telangana ERC
24	Smt.	Shobha Rani Kanaparthi	Member -Fin., CGRF-II, TGSDL	Telangana ERC
25	Smt.	Swati Chatterjee	Secretary (TERC)	Tripura ERC
26	Sh.	Yogesh Kumar	Director (Com), MVVNL, Lucknow	Uttar Pradesh ERC
27	Sh.	Sanjay Jain	Director (Com.), PVVNL, Meerut	Uttar Pradesh ERC



ATTENDANCE SHEET

PROGRAM TITLE		"Protection of Consumer Interest"			
PARTICIPANTS		Officers of CGRF and Ombudsman			
S. No	Name of the Participants	20.02.2025 (Thursday)		21.02.2025 (Friday)	
		FN	AN	FN	AN
1.	Sh. Rajesh Kumar	<i>Rajesh</i>	<i>Rajesh</i>	<i>Rajesh</i>	<i>Rajesh</i>
2.	Sh. Binod Kumar	<i>Binod</i>	<i>Binod</i>	<i>Binod</i>	<i>Binod</i>
3.	Sh. P.K. Agrawal	<i>P.K.</i>	<i>P.K.</i>	<i>P.K.</i>	<i>P.K.</i>
4.	Sh. Rajiv Jain	<i>Rajiv</i>	<i>Rajiv</i>	<i>Rajiv</i>	<i>Rajiv</i>
5.	Sh. Shirish Asthana	<i>Shirish</i>	<i>Shirish</i>	<i>Shirish</i>	<i>Shirish</i>
6.	Sh. Yogesh S Ghedia	<i>Yogesh</i>	<i>Yogesh</i>	<i>Yogesh</i>	<i>Yogesh</i>
7.	Sh. Rakesh Kumar Khanna	<i>Rakesh</i>	<i>Rakesh</i>	<i>Rakesh</i>	<i>Rakesh</i>
8.	Sh. Deepak Uppal	<i>Deepak</i>	<i>Deepak</i>	<i>Deepak</i>	<i>Deepak</i>
9.	Sh. C.M. Sharma	<i>C.M.</i>	<i>C.M.</i>	<i>C.M.</i>	<i>C.M.</i>
10.	Sh. Kamlesh R Shah	<i>Kamlesh</i>	<i>Kamlesh</i>	<i>Kamlesh</i>	<i>Kamlesh</i>
11.	Smt. Sunidha Ismail				
12.	Smt. Biji Thomas	<i>Biji</i>	<i>Biji</i>	<i>Biji</i>	<i>Biji</i>
13.	Sh. R. Krishnamurthy	<i>R.V.</i>	<i>R.V.</i>	<i>R.V.</i>	<i>R.V.</i>
14.	Sh. N. Krishnaiah	<i>N.K.</i>	<i>N.K.</i>	<i>N.K.</i>	<i>N.K.</i>
15.	Sh. B. Narayanaswamy	<i>B.N.</i>	<i>B.N.</i>	<i>B.N.</i>	<i>B.N.</i>
16.	Smt. Sandhya Divakar	<i>Sandhya</i>	<i>Sandhya</i>	<i>Sandhya</i>	<i>Sandhya</i>
17.	Smt. Laila N G	<i>Laila</i>	<i>Laila</i>	<i>Laila</i>	<i>Laila</i>
18.	Sh. Jaypal Vadgave / Ashay Dal	<i>Jaypal</i>	<i>Jaypal</i>	<i>Jaypal</i>	<i>Jaypal</i>
19.	Sh. Rajesh Ramdas Mahulkar	<i>Rajesh</i>	<i>Rajesh</i>	<i>Rajesh</i>	<i>Rajesh</i>
20.	Sh. Anjuli Chandra	<i>Anjuli</i>	<i>Anjuli</i>	<i>Anjuli</i>	<i>Anjuli</i>
21.	Sh. J. Prabhakaran	<i>J.Prabha</i>	<i>J.Prabha</i>	<i>J.Prabha</i>	<i>J.Prabha</i>
22.	Sh. R. Laxma Reddy	<i>R.Laxma</i>	<i>R.Laxma</i>	<i>R.Laxma</i>	<i>R.Laxma</i>
23.	Sh. R. Charan Das	<i>R.Charan</i>	<i>R.Charan</i>	<i>R.Charan</i>	<i>R.Charan</i>
24.	Sh. S. Ramakrishna	<i>S.Ram</i>	<i>S.Ram</i>	<i>S.Ram</i>	<i>S.Ram</i>
25.	Smt. Shobha Rani Kanaparthi	<i>Shobha</i>	<i>Shobha</i>	<i>Shobha</i>	<i>Shobha</i>
26.	Er. Swati Chatterjee	<i>Swati</i>	<i>Swati</i>	<i>Swati</i>	<i>Swati</i>
27.	Sh. Yogesh Kumar	<i>Yogesh</i>	<i>Yogesh</i>	<i>Yogesh</i>	<i>Yogesh</i>
28.	Sh. Sanjay Jain	<i>Sanjay</i>	<i>Sanjay</i>	<i>Sanjay</i>	<i>Sanjay</i>

FEEDBACK ON TRAINING
(Please tick (✓) the relevant box)

1. a) Title of the Course

Protection of consumer interest

b) Duration

2 days 20.02.25 to 21.02.25

c) No. of Participants

27

2. How do you rate the overall training course:

		Excellent (5)	Very useful (4)	Useful (3)	Adequate (2)	Inadequate (1)
a)	Areas and subjects covered		✓			
b)	Depth of theoretical content		✓			
c)	Orientation to Practical Problem		✓			
d)	Distribution of time among various components		✓			

3. How effective were the training methods:

		Excellent (5)	Very useful (4)	Useful (3)	Adequate (2)	Inadequate (1)
a)	Lecture by faculty		✓			
b)	On the Job Training		✓			
c)	Problem Solving	✓				
d)	Audio Visual Aids.	✓				

4. Please indicate your opinion regarding Course material/reading handouts.

		Excellent (5)	Very useful (4)	Useful (3)	Adequate (2)	Inadequate (1)
a)	Range and quality of subjects covered		✓			
b)	Relevance of subjects including course material/ handouts to your work situations.			✓		
c)	Quality of Printing, Typing of handouts given.			✓		

5. Please give your views regarding following facilities.

		Excellent (5)	Very good (4)	Good (3)	Adequate (2)	Poor (1)
a)	Conference Hall	✓				
b)	Audio Visual Equipments	✓				
c)	Food/Snacks		✓			
d)	Video session	?	✓			
e)	Lab session	?	✓			
f)	Study tour	?				

6. Any other Comments/Suggestions

FOR ASSESSMENT OF NPTI: (To be done by Course Director)

Maximum Points:

Points obtained: 487 (%)

FEEDBACK ON TRAINING
(Please tick (✓) the relevant box)

1. a) Title of the Course *Protection of consumer interest*
b) Duration *2 days*
c) No. of Participants *27*

2. How do you rate the overall training course:

		Excellent (5)	Very useful (4)	Useful (3)	Adequate (2)	Inadequate (1)
a)	Areas and subjects covered		✓			
b)	Depth of theoretical content			✓		
c)	Orientation to Practical Problem			✓		
d)	Distribution of time among various components			✓		

3. How effective were the training methods:

		Excellent (5)	Very useful (4)	Useful (3)	Adequate (2)	Inadequate (1)
a)	Lecture by faculty		✓			
b)	On the Job Training			✓		
c)	Problem Solving			✓		
d)	Audio Visual Aids.			✓		

4. Please indicate your opinion regarding Course material/reading handouts.

		Excellent (5)	Very useful (4)	Useful (3)	Adequate (2)	Inadequate (1)
a)	Range and quality of subjects covered	✓				
b)	Relevance of subjects including course material/ handouts to your work situations.	✓				
c)	Quality of Printing, Typing of handouts given.	✓				

5. Please give your views regarding following facilities.

		Excellent (5)	Very good (4)	Good (3)	Adequate (2)	Poor (1)
a)	Conference Hall		✓			
b)	Audio Visual Equipments		✓			
c)	Food/Snacks	✓				
d)	Video session		✓			
e)	Lab session		✓	✓		
f)	Study tour		✓	✓		

6. Any other Comments/Suggestions

The session should involve more of practical of programme and discussion of Judgements of various forums coming across various consumer complaints and Judgements given on the contents of the programme are already made in SOP and other documents.

FOR ASSESSMENT OF NPTI: (To be done by Course Director)

Maximum Points:

Points obtained: 33 (%)

It should be more practical in nature with the sample from participants which will be returned by participants and help for regular.
(Ravi Jami)

FEEDBACK ON TRAINING
(Please tick (✓) the relevant box)

1. a) Title of the Course

Protection of consumer interest
2 days (20.02.25 to 21.02.25)

b) Duration

c) No. of Participants

22

2. How do you rate the overall training course:

		Excellent (5)	Very useful (4)	Useful (3)	Adequate (2)	Inadequate (1)
a)	Areas and subjects covered			✓		
b)	Depth of theoretical content			✓		
c)	Orientation to Practical Problem			✓		
d)	Distribution of time among various components			✓		

3. How effective were the training methods:

		Excellent (5)	Very useful (4)	Useful (3)	Adequate (2)	Inadequate (1)
a)	Lecture by faculty			✓		
b)	On the Job Training			✓		
c)	Problem Solving			✓		
d)	Audio Visual Aids.			✓		

4. Please indicate your opinion regarding Course material/reading handouts.

		Excellent (5)	Very useful (4)	Useful (3)	Adequate (2)	Inadequate (1)
a)	Range and quality of subjects covered			✓		
b)	Relevance of subjects including course material/ handouts to your work situations.			✓		
c)	Quality of Printing, Typing of handouts given.			✓		

5. Please give your views regarding following facilities.

		Excellent (5)	Very good (4)	Good (3)	Adequate (2)	Poor (1)
a)	Conference Hall				✓	
b)	Audio Visual Equipments			✓		
c)	Food/Snacks			✓		
d)	Video session			✓		
e)	Lab session			✓		
f)	Study tour			✓		

6. Any other Comments/Suggestions

FOR ASSESSMENT OF NPTI: (To be done by Course Director)

Maximum Points:

Points obtained: 58 (%)

FEEDBACK ON TRAINING
(Please tick (✓) the relevant box)

1. a) Title of the Course

Protection of Consumer Interest

b) Duration

2 days (20.02.25 to 21.02.25)

c) No. of Participants

27

2. How do you rate the overall training course:

		Excellent (5)	Very useful (4)	Useful (3)	Adequate (2)	Inadequate (1)
a)	Areas and subjects covered		✓			
b)	Depth of theoretical content		✓			
c)	Orientation to Practical Problem			✓		
d)	Distribution of time among various components			✓		

3. How effective were the training methods:

		Excellent (5)	Very useful (4)	Useful (3)	Adequate (2)	Inadequate (1)
a)	Lecture by faculty		✓			
b)	On the Job Training		✓			
c)	Problem Solving		✓			
d)	Audio Visual Aids.		✓			

4. Please indicate your opinion regarding Course material/reading handouts.

		Excellent (5)	Very useful (4)	Useful (3)	Adequate (2)	Inadequate (1)
a)	Range and quality of subjects covered		✓			
b)	Relevance of subjects including course material/ handouts to your work situations.		✓			
c)	Quality of Printing, Typing of handouts given.		✓			

5. Please give your views regarding following facilities.

		Excellent (5)	Very good (4)	Good (3)	Adequate (2)	Poor (1)
a)	Conference Hall	✓				
b)	Audio Visual Equipments	✓				
c)	Food/Snacks	✓				
d)	Video session					✓
e)	Lab session					✓
f)	Study tour					✓

6. Any other Comments/Suggestions

FOR ASSESSMENT OF NPTI: (To be done by Course Director)

Maximum Points:

Points obtained: 82 (%)

FEEDBACK ON TRAINING
(Please tick (✓) the relevant box)

1. a) Title of the Course

2-days Training program

b) Duration

2 days

c) No. of Participants

1

2. How do you rate the overall training course:

		Excellent (5)	Very useful (4)	Useful (3)	Adequate (2)	Inadequate (1)
a)	Areas and subjects covered				✓	
b)	Depth of theoretical content				✓	
c)	Orientation to Practical Problem			✓		
d)	Distribution of time among various components			✓		

3. How effective were the training methods:

		Excellent (5)	Very useful (4)	Useful (3)	Adequate (2)	Inadequate (1)
a)	Lecture by faculty				✓	
b)	On the Job Training				✓	
c)	Problem Solving				✓	
d)	Audio Visual Aids.				✓	

4. Please indicate your opinion regarding Course material/reading handouts.

		Excellent (5)	Very useful (4)	Useful (3)	Adequate (2)	Inadequate (1)
a)	Range and quality of subjects covered				✓	
b)	Relevance of subjects including course material/ handouts to your work situations.		✓			
c)	Quality of Printing, Typing of handouts given.		✓			

5. Please give your views regarding following facilities.

		Excellent (5)	Very good (4)	Good (3)	Adequate (2)	Poor (1)
a)	Conference Hall	✓				
b)	Audio Visual Equipments	✓				
c)	Food/Snacks	✓				
d)	Video session	✓				
e)	Lab session				✓	
f)	Study tour					✓

6. Any other Comments/Suggestions

More lectures to deal with consumers also covering legal points

FOR ASSESSMENT OF NPTI: (To be done by Course Director)

Maximum Points:

Points obtained: 67 (%)

FEEDBACK ON TRAINING
(Please tick (✓) the relevant box)

1. a) Title of the Course Protection of consumer interests
 b) Duration :- 2 days (20-02-25 to 21-02-25)
 c) No. of Participants :- 1

2. How do you rate the overall training course:

		Excellent (5)	Very useful (4)	Useful (3)	Adequate (2)	Inadequate (1)
a)	Areas and subjects covered		✓			
b)	Depth of theoretical content			✓		
c)	Orientation to Practical Problem			✓		
d)	Distribution of time among various components		✓			

3. How effective were the training methods:

		Excellent (5)	Very useful (4)	Useful (3)	Adequate (2)	Inadequate (1)
a)	Lecture by faculty		✓			
b)	On the Job Training			✓		
c)	Problem Solving			✓		
d)	Audio Visual Aids.		✓			

4. Please indicate your opinion regarding Course material/reading handouts.

		Excellent (5)	Very useful (4)	Useful (3)	Adequate (2)	Inadequate (1)
a)	Range and quality of subjects covered		✓			
b)	Relevance of subjects including course material/ handouts to your work situations.		✓			
c)	Quality of Printing, Typing of handouts given.	✓				

5. Please give your views regarding following facilities.

		Excellent (5)	Very good (4)	Good (3)	Adequate (2)	Poor (1)
a)	Conference Hall	✓				
b)	Audio Visual Equipments	✓				
c)	Food/Snacks	✓				
d)	Video session	✓				
e)	Lab session		✓			
f)	Study tour		✓			

6. Any other Comments/Suggestions

FOR ASSESSMENT OF NPTI: (To be done by Course Director)

Maximum Points:

Points obtained: 85% (%)

FEEDBACK ON TRAINING
(Please tick (✓) the relevant box)

1. a) Title of the Course "Protection of Consumer Interest."
b) Duration Two days.
c) No. of Participants 29

2. How do you rate the overall training course:

		Excellent (5)	Very useful (4)	Useful (3)	Adequate (2)	Inadequate (1)
a)	Areas and subjects covered			✓		
b)	Depth of theoretical content			✓		
c)	Orientation to Practical Problem			✓		
d)	Distribution of time among various components			✓		

3. How effective were the training methods:

		Excellent (5)	Very useful (4)	Useful (3)	Adequate (2)	Inadequate (1)
a)	Lecture by faculty			✓		
b)	On the Job Training		not in course		✓	
c)	Problem Solving		Not adequate		✓	✓
d)	Audio Visual Aids.				✓	

4. Please indicate your opinion regarding Course material/reading handouts.

		Excellent (5)	Very useful (4)	Useful (3)	Adequate (2)	Inadequate (1)
a)	Range and quality of subjects covered			✓		
b)	Relevance of subjects including course material/ handouts to your work situations.	✓				
c)	Quality of Printing, Typing of handouts given.		Not given yet		✓	✓

5. Please give your views regarding following facilities.

		Excellent (5)	Very good (4)	Good (3)	Adequate (2)	Poor (1)
a)	Conference Hall	✓				
b)	Audio Visual Equipments	✓				
c)	Food/Snacks	✓				
d)	Video session	✓				
e)	Lab session		Not in course			
f)	Study tour		Not in course			

6. Any other Comments/Suggestions

Time to time this type of training should be useful to us.

FOR ASSESSMENT OF NPTI: (To be done by Course Director)

Maximum Points:

Points obtained: 63 (%)

FEEDBACK ON TRAINING
(Please tick (✓) the relevant box)

1. a) Title of the Course

"Protection of consumer interest"

b) Duration

2 days.

c) No. of Participants

29 Nos.

2. How do you rate the overall training course:

		Excellent (5)	Very useful (4)	Useful (3)	Adequate (2)	Inadequate (1)
a)	Areas and subjects covered			✓		
b)	Depth of theoretical content			✓		
c)	Orientation to Practical Problem			✓		
d)	Distribution of time among various components			✓		

3. How effective were the training methods:

		Excellent (5)	Very useful (4)	Useful (3)	Adequate (2)	Inadequate (1)
a)	Lecture by faculty			✓		
b)	On the Job Training		not in course		✓	
c)	Problem Solving		not in course			✓
d)	Audio Visual Aids.		✓			

4. Please indicate your opinion regarding Course material/reading handouts.

		Excellent (5)	Very useful (4)	Useful (3)	Adequate (2)	Inadequate (1)
a)	Range and quality of subjects covered			✓		
b)	Relevance of subjects including course material/ handouts to your work situations.	✓				
c)	Quality of Printing, Typing of handouts given.		not given yet.			✓

5. Please give your views regarding following facilities.

		Excellent (5)	Very good (4)	Good (3)	Adequate (2)	Poor (1)
a)	Conference Hall	✓				
b)	Audio Visual Equipments	✓				
c)	Food/Snacks	✓				
d)	Video session	✓				
e)	Lab session		not in course			
f)	Study tour		not in course			

6. Any other Comments/Suggestions

Time to time this type of training classes should be arranged.

FOR ASSESSMENT OF NPTI: (To be done by Course Director)

Maximum Points:

Points obtained: 66 (%)

FEEDBACK ON TRAINING
(Please tick (✓) the relevant box)

F02 (QMS-P-04)

1. a) Title of the Course : **Protection of Consumer Interest**
 b) Duration : **02 Days.**
 c) No. of Participants : **26**

2. How do you rate the overall training course:

	Excellent (5)	Very useful (4)	Useful (3)	Adequate (2)	Inadequate (1)
a) Areas and subjects covered		✓			
b) Depth of theoretical content		✓			
c) Orientation to Practical Problem	✓				
d) Distribution of time among various components		✓			

3. How effective were the training methods:

	Excellent (5)	Very useful (4)	Useful (3)	Adequate (2)	Inadequate (1)
a) Lecture by faculty		✓			
b) On the Job Training NA					
c) Problem Solving		✓			
d) Audio Visual Aids.		✓			

4. Please indicate your opinion regarding Course material/reading handouts.

	Excellent (5)	Very useful (4)	Useful (3)	Adequate (2)	Inadequate (1)
a) Range and quality of subjects covered NA					
b) Relevance of subjects including course material/ handouts to your work situations. NA					
c) Quality of Printing, Typing of handouts given. NA					

5. Please give your views regarding following facilities.

	Excellent (5)	Very good (4)	Good (3)	Adequate (2)	Poor (1)
a) Conference Hall		✓			
b) Audio Visual Equipments		✓			
c) Food/Snacks		✓			
d) Video session NA					
e) Lab session NA					
f) Study tour NA					

6. Any other Comments/Suggestions

Good training programme.

FOR ASSESSMENT OF NPTI: (To be done by Course Director)

Maximum Points:

Points obtained: **59** (%)

FEEDBACK ON TRAINING
(Please tick (✓) the relevant box)

1. a) Title of the Course *Protection of consumer Interest.*
b) Duration *2 days.*
c) No. of Participants

2. How do you rate the overall training course:

		Excellent (5)	Very useful (4)	Useful (3)	Adequate (2)	Inadequate (1)
a)	Areas and subjects covered					✓
b)	Depth of theoretical content					✓
c)	Orientation to Practical Problem					✓
d)	Distribution of time among various components					✓

3. How effective were the training methods:

		Excellent (5)	Very useful (4)	Useful (3)	Adequate (2)	Inadequate (1)
a)	Lecture by faculty					✓
b)	On the Job Training					✓
c)	Problem Solving					✓
d)	Audio Visual Aids.					✓

4. Please indicate your opinion regarding Course material/reading handouts.

		Excellent (5)	Very useful (4)	Useful (3)	Adequate (2)	Inadequate (1)
a)	Range and quality of subjects covered					✓
b)	Relevance of subjects including course material/ handouts to your work situations.					✓
c)	Quality of Printing, Typing of handouts given.	?				

5. Please give your views regarding following facilities.

		Excellent (5)	Very good (4)	Good (3)	Adequate (2)	Poor (1)
a)	Conference Hall	✓				
b)	Audio Visual Equipments			✓		
c)	Food/Snacks		✓			
d)	Video session			✓		
e)	Lab session	?				
f)	Study tour	?				

6. Any other Comments/Suggestions

The Except the session of Raj Singh Neranjan, other session quality is not relevant to the topic, the standard, quality, experience and capability of faculty are far from requirement.

FOR ASSESSMENT OF NPTI: (To be done by Course Director)

Maximum Points:

Points obtained: 24 (%)

NPTI has to seriously re-think over the quality of presenters.

*Chief:
J. Prabhakaran*

T-112410

FEEDBACK ON TRAINING
(Please tick (✓) the relevant box)

F02 (QMS-P-04)

1. a) Title of the Course *Protection of Consumer Interests*
b) Duration *2 days*
c) No. of Participants *27*

2. How do you rate the overall training course:

	Excellent (5)	Very useful (4)	Useful (3)	Adequate (2)	Inadequate (1)
a) Areas and subjects covered		✓			
b) Depth of theoretical content				✓	
c) Orientation to Practical Problem			✓		
d) Distribution of time among various components					✓

3. How effective were the training methods:

	Excellent (5)	Very useful (4)	Useful (3)	Adequate (2)	Inadequate (1)
a) Lecture by faculty				✓	
b) On the Job Training					✓
c) Problem Solving					✓
d) Audio Visual Aids.					✓

4. Please indicate your opinion regarding Course material/reading handouts.

	Excellent (5)	Very useful (4)	Useful (3)	Adequate (2)	Inadequate (1)
a) Range and quality of subjects covered			✓		
b) Relevance of subjects including course material/ handouts to your work situations.			✓		
c) Quality of Printing, Typing of handouts given.		✓			

5. Please give your views regarding following facilities.

	Excellent (5)	Very good (4)	Good (3)	Adequate (2)	Poor (1)
a) Conference Hall		✓			
b) Audio Visual Equipments		✓			
c) Food/Snacks		✓			
d) Video session			✓		
e) Lab session					✓
f) Study tour					✓

6. Any other Comments/Suggestions

*Some of the participants created obstruction in the lectures.
Some of the speakers were not able to control these obstructionist
& therefore could not complete the lecture successfully*

FOR ASSESSMENT OF NPTI: (To be done by Course Director)

Maximum Points:

Points obtained: *47* (%)

FEEDBACK ON TRAINING
(Please tick (✓) the relevant box)

F02 (QMS-P-04)

1. a) Title of the Course : 2 days Residential Training program on, "protection of consumer interest"
b) Duration : 2 days
c) No. of Participants : 1

2. How do you rate the overall training course:

	Excellent (5)	Very useful (4)	Useful (3)	Adequate (2)	Inadequate (1)
a) Areas and subjects covered			✓		
b) Depth of theoretical content			✓		
c) Orientation to Practical Problem			✓		
d) Distribution of time among various components			✓		

3. How effective were the training methods:

	Excellent (5)	Very useful (4)	Useful (3)	Adequate (2)	Inadequate (1)
a) Lecture by faculty			✓		
b) On the Job Training				✓	
c) Problem Solving			✓		
d) Audio Visual Aids.				✓	

4. Please indicate your opinion regarding Course material/reading handouts.

	Excellent (5)	Very useful (4)	Useful (3)	Adequate (2)	Inadequate (1)
a) Range and quality of subjects covered			✓		
b) Relevance of subjects including course material/ handouts to your work situations.			✓		
c) Quality of Printing, Typing of handouts given.			✓		

5. Please give your views regarding following facilities.

	Excellent (5)	Very good (4)	Good (3)	Adequate (2)	Poor (1)
a) Conference Hall		✓			
b) Audio Visual Equipments			✓		
c) Food/Snacks			✓		
d) Video session			✓		
e) Lab session					✓
f) Study tour					✓

6. Any other Comments/Suggestions

FOR ASSESSMENT OF NPTI: (To be done by Course Director)

Maximum Points:

Points obtained: 43 (%)

FEEDBACK ON TRAINING
(Please tick (✓) the relevant box)

F02 (QMS-P-04)

1. a) Title of the Course *Protection of Consumer Interest*
b) Duration *2 day 20-2-25 to 21-2-25*
c) No. of Participants *Somyaj Jain*
2. How do you rate the overall training course:

		Excellent (5)	Very useful (4)	Useful (3)	Adequate (2)	Inadequate (1)
a)	Areas and subjects covered		✓			
b)	Depth of theoretical content		✓			
c)	Orientation to Practical Problem		✓			
d)	Distribution of time among various components		✓			

3. How effective were the training methods:

		Excellent (5)	Very useful (4)	Useful (3)	Adequate (2)	Inadequate (1)
a)	Lecture by faculty		✓			
b)	On the Job Training					
c)	Problem Solving		✓			
d)	Audio Visual Aids.					

4. Please indicate your opinion regarding Course material/reading handouts.

		Excellent (5)	Very useful (4)	Useful (3)	Adequate (2)	Inadequate (1)
a)	Range and quality of subjects covered		✓			
b)	Relevance of subjects including course material/ handouts to your work situations.		✓			
c)	Quality of Printing, Typing of handouts given.		✓			

5. Please give your views regarding following facilities.

		Excellent (5)	Very good (4)	Good (3)	Adequate (2)	Poor (1)
a)	Conference Hall	✓				
b)	Audio Visual Equipments	✓				
c)	Food/Snacks		✓			
d)	Video session		✓			
e)	Lab session					
f)	Study tour					

6. Any other Comments/Suggestions

FOR ASSESSMENT OF NPTI: (To be done by Course Director)

Maximum Points:

Points obtained: 86 (%)

FEEDBACK ON TRAINING
(Please tick (✓) the relevant box)

F02 (QMS-P-04)

1. a) Title of the Course - "Protection of Consumer Interest"
b) Duration - 2 days
c) No. of Participants - 28

2. How do you rate the overall training course:

	Excellent (5)	Very useful (4)	Useful (3)	Adequate (2)	Inadequate (1)
a) Areas and subjects covered		✓			
b) Depth of theoretical content		✓			
c) Orientation to Practical Problem	✓				
d) Distribution of time among various components		✓			

3. How effective were the training methods:

	Excellent (5)	Very useful (4)	Useful (3)	Adequate (2)	Inadequate (1)
a) Lecture by faculty		✓			
b) On the Job Training	✓				
c) Problem Solving		✓			
d) Audio Visual Aids.			✓		

4. Please indicate your opinion regarding Course material/reading handouts. - Not Received

	Excellent (5)	Very useful (4)	Useful (3)	Adequate (2)	Inadequate (1)
a) Range and quality of subjects covered			✓		
b) Relevance of subjects including course material/ handouts to your work situations.			✓		
c) Quality of Printing, Typing of handouts given.			✓		

5. Please give your views regarding following facilities.

	Excellent (5)	Very good (4)	Good (3)	Adequate (2)	Poor (1)
a) Conference Hall		✓			
b) Audio Visual Equipments		✓			
c) Food/Snacks			✓		
d) Video session			✓		
e) Lab session			✓		
f) Study tour			✓		

6. Any other Comments/Suggestions - Speakers were very good in their area of expertise. Gained very good knowledge by knowledge sharing.
- Case studies can be a part of discussion which will improve learning.

FOR ASSESSMENT OF NPTI: (To be done by Course Director)

Maximum Points:

Points obtained: 76 (%)

FEEDBACK ON TRAINING
(Please tick (✓) the relevant box)

F02 (QMS-P-04)

1. a) Title of the Course "PROTECTION OF CONSUMER INTEREST"
b) Duration 2 DAYS FROM 20/2/25 TO 21/2/25
c) No. of Participants 29

2. How do you rate the overall training course:

	Excellent (5)	Very useful (4)	Useful (3)	Adequate (2)	Inadequate (1)
a) Areas and subjects covered		✓			
b) Depth of theoretical content			✓		
c) Orientation to Practical Problem		✓			
d) Distribution of time among various components			✓		

3. How effective were the training methods:

	Excellent (5)	Very useful (4)	Useful (3)	Adequate (2)	Inadequate (1)
a) Lecture by faculty			✓		
b) On the Job Training			✓		
c) Problem Solving		✓			
d) Audio Visual Aids.			✓		

4. Please indicate your opinion regarding Course material/reading handouts.

	Excellent (5)	Very useful (4)	Useful (3)	Adequate (2)	Inadequate (1)
a) Range and quality of subjects covered			✓		
b) Relevance of subjects including course material/ handouts to your work situations.			✓		
c) Quality of Printing, Typing of handouts given.			✓		

5. Please give your views regarding following facilities.

	Excellent (5)	Very good (4)	Good (3)	Adequate (2)	Poor (1)
a) Conference Hall	✓				
b) Audio Visual Equipments	✓				
c) Food/Snacks		✓			
d) Video session		✓			
e) Lab session			✓		
f) Study tour			✓		

6. Any other Comments/Suggestions 21/2/25 AN session was
Excellent

FOR ASSESSMENT OF NPTI: (To be done by Course Director)

Maximum Points:

Points obtained: 7 (%)

R. Krishna Murthy
21/2/25

R. KRISHNAMURTHY
CHRF
PUDUCHERRY

FEEDBACK ON TRAINING
(Please tick (✓) the relevant box)

1. a) Title of the Course *Residential training*
b) Duration *2 days*
c) No. of Participants *27 participants*

2. How do you rate the overall training course:

		Excellent (5)	Very useful (4)	Useful (3)	Adequate (2)	Inadequate (1)
a)	Areas and subjects covered		✓			
b)	Depth of theoretical content		✓			
c)	Orientation to Practical Problem		✓			
d)	Distribution of time among various components		✓			

3. How effective were the training methods:

		Excellent (5)	Very useful (4)	Useful (3)	Adequate (2)	Inadequate (1)
a)	Lecture by faculty	✓				
b)	On the Job Training	✓				
c)	Problem Solving	✓				
d)	Audio Visual Aids. <i>not applicable</i>	<i>not applicable</i>				

4. Please indicate your opinion regarding Course material/reading handouts.

		Excellent (5)	Very useful (4)	Useful (3)	Adequate (2)	Inadequate (1)
a)	Range and quality of subjects covered		✓			
b)	Relevance of subjects including course material/ handouts to your work situations.		✓			
c)	Quality of Printing, Typing of handouts given.		<i>not applicable</i>			

5. Please give your views regarding following facilities.

		Excellent (5)	Very good (4)	Good (3)	Adequate (2)	Poor (1)
a)	Conference Hall		✓			
b)	Audio Visual Equipments		✓			
c)	Food/Snacks		✓			
d)	Video session <i>N/A</i>					
e)	Lab session <i>N/A</i>					
f)	Study tour <i>N/A</i>					

6. Any other Comments/Suggestions

Hostel rooms are not up to the mark.

FOR ASSESSMENT OF NPTI: (To be done by Course Director)

Maximum Points:

Points obtained: *23* (%)

FEEDBACK ON TRAINING
(Please tick (✓) the relevant box)

1. a) Title of the Course *Protection of Consumer Interest*
b) Duration *2 days 20/21-2-2025*
c) No. of Participants

2. How do you rate the overall training course:

		Excellent (5)	Very useful (4)	Useful (3)	Adequate (2)	Inadequate (1)
a)	Areas and subjects covered			✓		
b)	Depth of theoretical content		✓			
c)	Orientation to Practical Problem		✓			
d)	Distribution of time among various components		✓			

3. How effective were the training methods:

		Excellent (5)	Very useful (4)	Useful (3)	Adequate (2)	Inadequate (1)
a)	Lecture by faculty		✓			
b)	On the Job Training		✓			
c)	Problem Solving		✓			
d)	Audio Visual Aids.	✓				

4. Please indicate your opinion regarding Course material/reading handouts.

		Excellent (5)	Very useful (4)	Useful (3)	Adequate (2)	Inadequate (1)
a)	Range and quality of subjects covered		✓			
b)	Relevance of subjects including course material/ handouts to your work situations.				✓	
c)	Quality of Printing, Typing of handouts given.		Not given			

5. Please give your views regarding following facilities.

		Excellent (5)	Very good (4)	Good (3)	Adequate (2)	Poor (1)
a)	Conference Hall	✓				
b)	Audio Visual Equipments	✓				
c)	Food/Snacks	✓				
d)	Video session	✓				
e)	Lab session	N/A				
f)	Study tour	N/A				

6. Any other Comments/Suggestions *Although the contents of the course was good but not in synch with the domain of Program.*

FOR ASSESSMENT OF NPTI: (To be done by Course Director)

Maximum Points:

Points obtained: *26* (%)

FEEDBACK ON TRAINING
(Please tick (✓) the relevant box)

F02 (QMS-P-04)

1. a) Title of the Course *Program for officers of CCRP & District magistrates*
b) Duration *2 days*
c) No. of Participants

2. How do you rate the overall training course:

	Excellent (5)	Very useful (4)	Useful (3)	Adequate (2)	Inadequate (1)
a) Areas and subjects covered		✓			
b) Depth of theoretical content		✓			
c) Orientation to Practical Problem		✓			
d) Distribution of time among various components		✓			

3. How effective were the training methods:

	Excellent (5)	Very useful (4)	Useful (3)	Adequate (2)	Inadequate (1)
a) Lecture by faculty		✓			
b) On the Job Training		✓			
c) Problem Solving		✓			
d) Audio Visual Aids.		✓			

4. Please indicate your opinion regarding Course material/reading handouts.

	Excellent (5)	Very useful (4)	Useful (3)	Adequate (2)	Inadequate (1)
a) Range and quality of subjects covered		✓			
b) Relevance of subjects including course material/ handouts to your work situations.		✓			
c) Quality of Printing, Typing of handouts given.		X			

5. Please give your views regarding following facilities.

	Excellent (5)	Very good (4)	Good (3)	Adequate (2)	Poor (1)
a) Conference Hall		✓			
b) Audio Visual Equipments		✓			
c) Food/Snacks		✓			
d) Video session		X			
e) Lab session		✓			
f) Study tour		X			

6. Any other Comments/Suggestions

*Important judgement of recent time
in High/Supreme Court in respect of
Electricity Consumers may be included
in the sessions.*

FOR ASSESSMENT OF NPTI: (To be done by Course Director)

Maximum Points:

Points obtained: 90 (%)

FEEDBACK ON TRAINING
(Please tick (✓) the relevant box)

1. a) Title of the Course *National "Protection of Consumer Interest"*
b) Duration *2 days*
c) No. of Participants *Blw 25 to 30*

2. How do you rate the overall training course:

		Excellent (5)	Very useful (4)	Useful (3)	Adequate (2)	Inadequate (1)
a)	Areas and subjects covered			✓		
b)	Depth of theoretical content			✓		
c)	Orientation to Practical Problem			✓		
d)	Distribution of time among various components			✓		✓

3. How effective were the training methods:

		Excellent (5)	Very useful (4)	Useful (3)	Adequate (2)	Inadequate (1)
a)	Lecture by faculty			✓		
b)	On the Job Training			✓		
c)	Problem Solving			✓		
d)	Audio Visual Aids.			✓		

4. Please indicate your opinion regarding Course material/reading handouts.

		Excellent (5)	Very useful (4)	Useful (3)	Adequate (2)	Inadequate (1)
a)	Range and quality of subjects covered			✓		
b)	Relevance of subjects including course material/ handouts to your work situations.					✓
c)	Quality of Printing, Typing of handouts given.		✓			

5. Please give your views regarding following facilities.

		Excellent (5)	Very good (4)	Good (3)	Adequate (2)	Poor (1)
a)	Conference Hall		✓			
b)	Audio Visual Equipments		✓			
c)	Food/Snacks	✓				
d)	Video session		✓			
e)	Lab session		NA			
f)	Study tour		NA			

6. Any other Comments/Suggestions

*related Session
The most effective session was Law Section and Tech. Industry
Concentrating on areas of metropolitan, not rural area.
Faculty to be practical.*

FOR ASSESSMENT OF NPTI: (To be done by Course Director)

Maximum Points:

Points obtained: 61 (%)

FEEDBACK ON TRAINING
(Please tick (✓) the relevant box)

1. a) Title of the Course

b) Duration

c) No. of Participants

Protection of Consumer Interest.
2 days - 20th & 21st Feb-2025.

2. How do you rate the overall training course:

		Excellent (5)	Very useful (4)	Useful (3)	Adequate (2)	Inadequate (1)
a)	Areas and subjects covered			✓		
b)	Depth of theoretical content			✓		
c)	Orientation to Practical Problem			✓		
d)	Distribution of time among various components			✓		

3. How effective were the training methods:

		Excellent (5)	Very useful (4)	Useful (3)	Adequate (2)	Inadequate (1)
a)	Lecture by faculty			✓		
b)	On the Job Training			✓		
c)	Problem Solving			✓		
d)	Audio Visual Aids.			✓		

4. Please indicate your opinion regarding Course material/reading handouts.

		Excellent (5)	Very useful (4)	Useful (3)	Adequate (2)	Inadequate (1)
a)	Range and quality of subjects covered				✓	
b)	Relevance of subjects including course material/ handouts to your work situations.			✓		
c)	Quality of Printing, Typing of handouts given.				✓	

5. Please give your views regarding following facilities.

		Excellent (5)	Very good (4)	Good (3)	Adequate (2)	Poor (1)
a)	Conference Hall		✓			
b)	Audio Visual Equipments			✓		
c)	Food/Snacks	✓				
d)	Video session			✓		
e)	Lab session					
f)	Study tour					

6. Any other Comments/Suggestions

1

FOR ASSESSMENT OF NPTI: (To be done by Course Director)

Maximum Points:

Points obtained: 79 (%)

FEEDBACK ON TRAINING
(Please tick (✓) the relevant box)

F02 (QMS-P-04)

1. a) Title of the Course

2 days Residential Training Program

b) Duration

2024 (2 days) "Protection of Consumer Interest"

c) No. of Participants

26

2. How do you rate the overall training course:

	Excellent (5)	Very useful (4)	Useful (3)	Adequate (2)	Inadequate (1)
a) Areas and subjects covered		✓			
b) Depth of theoretical content			✓		
c) Orientation to Practical Problem		✓			
d) Distribution of time among various components		✓			

3. How effective were the training methods:

	Excellent (5)	Very useful (4)	Useful (3)	Adequate (2)	Inadequate (1)
a) Lecture by faculty		✓			
b) On the Job Training		✓			
c) Problem Solving		✓			
d) Audio Visual Aids.		✓			

4. Please indicate your opinion regarding Course material/reading handouts.

	Excellent (5)	Very useful (4)	Useful (3)	Adequate (2)	Inadequate (1)
a) Range and quality of subjects covered		✓			
b) Relevance of subjects including course material/ handouts to your work situations.		✓			
c) Quality of Printing, Typing of handouts given.		✓			

5. Please give your views regarding following facilities.

	Excellent (5)	Very good (4)	Good (3)	Adequate (2)	Poor (1)
a) Conference Hall		✓			
b) Audio Visual Equipments		✓			
c) Food/Snacks		✓			
d) Video session		✓			
e) Lab session					
f) Study tour					

6. Any other Comments/Suggestions

Good

FOR ASSESSMENT OF NPTI: (To be done by Course Director)

Maximum Points:

Points obtained: 70 (%)

FEEDBACK ON TRAINING
(Please tick (✓) the relevant box)

1. a) Title of the Course "PROTECTION OF CONSUMER INTEREST"
b) Duration 2 DAYS FROM 20.2.25 TO 21.02.25
c) No. of Participants 29 NOS.

2. How do you rate the overall training course:

		Excellent (5)	Very useful (4)	Useful (3)	Adequate (2)	Inadequate (1)
a)	Areas and subjects covered		✓			
b)	Depth of theoretical content			✓		
c)	Orientation to Practical Problem		✓			
d)	Distribution of time among various components			✓		

3. How effective were the training methods:

		Excellent (5)	Very useful (4)	Useful (3)	Adequate (2)	Inadequate (1)
a)	Lecture by faculty			✓		
b)	On the Job Training			✓		
c)	Problem Solving		✓			
d)	Audio Visual Aids.			✓		

4. Please indicate your opinion regarding Course material/reading handouts.

		Excellent (5)	Very useful (4)	Useful (3)	Adequate (2)	Inadequate (1)
a)	Range and quality of subjects covered			✓		
b)	Relevance of subjects including course material/ handouts to your work situations.			✓		
c)	Quality of Printing, Typing of handouts given.			✓		

5. Please give your views regarding following facilities.

		Excellent (5)	Very good (4)	Good (3)	Adequate (2)	Poor (1)
a)	Conference Hall	✓				
b)	Audio Visual Equipments	✓				
c)	Food/Snacks		✓			
d)	Video session			✓		
e)	Lab session			✓		
f)	Study tour			✓		

6. Any other Comments/Suggestions : 1. Very good arrangements by NPTI team.

2. Detailed itinerary of the program should have been given to participants well in advance for proper planning of reporting for training program & to book flights accordingly.

FOR ASSESSMENT OF NPTI: (To be done by Course Director)

Maximum Points:

Points obtained: 71 (%)

FEEDBACK ON TRAINING
(Please tick (✓) the relevant box)

1. a) Title of the Course

2 days Residential training for officers of
Caret & ambulance

b) Duration

20/2/25 and 21/2/25 (2) days

c) No. of Participants

26

" protection of consumer law
it.

2. How do you rate the overall training course:

		Excellent (5)	Very useful (4)	Useful (3)	Adequate (2)	Inadequate (1)
a)	Areas and subjects covered			✓		
b)	Depth of theoretical content			✓		
c)	Orientation to Practical Problem	✓				
d)	Distribution of time among various components			✓		

3. How effective were the training methods:

		Excellent (5)	Very useful (4)	Useful (3)	Adequate (2)	Inadequate (1)
a)	Lecture by faculty			✓		
b)	On the Job Training	✓				
c)	Problem Solving	✓				
d)	Audio Visual Aids.	✓				

4. Please indicate your opinion regarding Course material/reading handouts.

		Excellent (5)	Very useful (4)	Useful (3)	Adequate (2)	Inadequate (1)
a)	Range and quality of subjects covered			✓		
b)	Relevance of subjects including course material/ handouts to your work situations.			✓		
c)	Quality of Printing, Typing of handouts given.			✓		

5. Please give your views regarding following facilities.

		Excellent (5)	Very good (4)	Good (3)	Adequate (2)	Poor (1)
a)	Conference Hall	✓				
b)	Audio Visual Equipments	✓				
c)	Food/Snacks		✓			
d)	Video session					
e)	Lab session					
f)	Study tour					

6. Any other Comments/Suggestions

FOR ASSESSMENT OF NPTI: (To be done by Course Director)

Maximum Points:

Points obtained: 79 (%)

FEEDBACK ON TRAINING
(Please tick (✓) the relevant box)

1. a) Title of the Course

b) Duration

c) No. of Participants

2. How do you rate the overall training course:

		Excellent (5)	Very useful (4)	Useful (3)	Adequate (2)	Inadequate (1)
a)	Areas and subjects covered			✓		
b)	Depth of theoretical content			✓		
c)	Orientation to Practical Problem				✓	
d)	Distribution of time among various components			✓		

3. How effective were the training methods:

		Excellent (5)	Very useful (4)	Useful (3)	Adequate (2)	Inadequate (1)
a)	Lecture by faculty		✓			
b)	On the Job Training				✓	
c)	Problem Solving				✓	
d)	Audio Visual Aids.				✓	✓

4. Please indicate your opinion regarding Course material/reading handouts.

		Excellent (5)	Very useful (4)	Useful (3)	Adequate (2)	Inadequate (1)
a)	Range and quality of subjects covered					
b)	Relevance of subjects including course material/ handouts to your work situations.		✓	✓		
c)	Quality of Printing, Typing of handouts given.					NA

5. Please give your views regarding following facilities.

		Excellent (5)	Very good (4)	Good (3)	Adequate (2)	Poor (1)
a)	Conference Hall					
b)	Audio Visual Equipments		✓			
c)	Food/Snacks		✓			
d)	Video session			2	1	
e)	Lab session			2	1	
f)	Study tour			2	1	

6. Any other Comments/Suggestions

FOR ASSESSMENT OF NPTI: (To be done by Course Director)

Maximum Points:

Points obtained: 60 (%)

FEEDBACK ON TRAINING
(Please tick (✓) the relevant box)

1. a) Title of the Course

Residential Training on Cancer Related Protection

b) Duration

2 Days

c) No. of Participants

26 Participants

2. How do you rate the overall training course:

		Excellent (5)	Very useful (4)	Useful (3)	Adequate (2)	Inadequate (1)
a)	Areas and subjects covered		✓			
b)	Depth of theoretical content			✓		
c)	Orientation to Practical Problem			✓		
d)	Distribution of time among various components			✓		

3. How effective were the training methods:

		Excellent (5)	Very useful (4)	Useful (3)	Adequate (2)	Inadequate (1)
a)	Lecture by faculty			✓		
b)	On the Job Training			✓		
c)	Problem Solving			✓		
d)	Audio Visual Aids.			✓		

4. Please indicate your opinion regarding Course material/reading handouts.

		Excellent (5)	Very useful (4)	Useful (3)	Adequate (2)	Inadequate (1)
a)	Range and quality of subjects covered			✓		
b)	Relevance of subjects including course material/ handouts to your work situations.			✓		
c)	Quality of Printing, Typing of handouts given.		✓			

5. Please give your views regarding following facilities.

		Excellent (5)	Very good (4)	Good (3)	Adequate (2)	Poor (1)
a)	Conference Hall		✓			
b)	Audio Visual Equipments		✓			
c)	Food/Snacks			✓		
d)	Video session			✓		
e)	Lab session					
f)	Study tour			✓		

6. Any other Comments/Suggestions

FOR ASSESSMENT OF NPTI: (To be done by Course Director)

Maximum Points:

Points obtained: 66 (%)



**Two Days Residential Training Program on
"Protection of Consumer Interest"
for Officers of CGRF and Ombudsman from (20.02.25 to 21.02.25)**