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 Sche	dule	
Day	Time	Topic	Experts	
	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	
20.02.25	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	
	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	
21.02.25	13:00 – 14:00	Lunch		
21.V2.23	14:00 – 15:30	Important Legal issues arising before CGRF & Ombudsman	Mr. Raj Singh Niranjan, 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 Niranjan, Law Expert & Managing Partner, Trans India Law Associates (TILA) and Legal Advisor, International Solar Alliance	
		Open discussion & Feedback from Participating CGRFs & Ombudsman	Team NPTI	

	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 MemberCGRF, Andaman	JERC Goa and UTs
12	Sh.	R. Krishnamurthy	Independent MemberCGRF, 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	"P	rotection of Co	nsumer Interes	t"			
	PARTICIPANTS	Of	Officers of CGRF and Ombudsman					
S. No	Name of the Participants	20.02 (Thur			2.2025 day)			
l.	Sh. Rajesh Kumar	Blue	BW	Flus	22100			
2.	Sh. Binod Kumar	100	1011	1000	(4)			
3.	Sh. P.K. Agrawal	luc	ly .	The state of the s	- lu			
4.	Sh. Rajiv Jain	ly-	ut -	1/	1			
5.	Sh. Shirish Asthana	SN.	11	RV RV	2/1			
6.	Sh. Yogesh S Ghedia	4.	Gui	74	-			
7.	Sh. Rakesh Kumar Khanna	Dout	Om	05	2			
8.	Sh. Deepak Uppal	Cula	Incen O	Casal	- 1 V. 0			
9.	Sh. C.M. Sharma	N	7/	(1)	June			
10.	Sh. Kamlesh R Shah	Kashul	5 1 1	Cham	Chi.			
11.	Smt. Sunidha Ismail	ixsmi	habil	Fashel	Keshul			
12.	Smt. Biji Thomas	Pi		700	- :-			
13.	Sh. R. Krishnamurthy	R.V	R. W	Bis	00			
14.	Sh. N. Krishnaiah	1	6	R.L.	R.V			
15.	Sh. B. Narayanaswamy	accorde	1000-		V0007,-			
16.	Smt. Sandhya Divakar	2 luis	BUY COL	Deploy	diffen			
17.	Smt. Laila N G							
18.	Sh. Jaypal Vadgave Ashon	Je Own	John	Jack	Dail			
19.	Sh. Rajesh Ramdas Mahulkar	- SIMILES ON	70	X	ga			
20.	Sh. Anjuli Chandra	1	100011	SWEWIN	10.			
21.	Sh. J. Prabhakaran	Frends	Francis	Suand				
22.	Sh. R. Laxma Reddy	Out.	anif.	Oding.	Odif.			
23.	Sh. R. Charan Das	han	(Cifeday	Pureday	DURES			
24.	Sh. S. Ramakrishna	My	·My	- My	my			
25.	Smt. Shobha Rani Kanaparthi		2	3	my ,			
6.	Er. Swati Chatterjee	acers	SCAR	sceles	200			
7.	Sh. Yogesh Kumar	12	N	10	1/2/			
_		4127	9.	14.	do			
8.	Sh. Sanjay Jain	-	- an	S	810			



1. a) Title of the Course Protection of consumer Interest
b) Duration 2 days 20.07.25 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		V			
c)	Orientation to Practical Problem		~		+:	
d)	Distribution of time among various components					

How effective were the training methods: Excellent Very useful Useful Adequate Inadequate (1) (5) (3) (2) (4) a) Lecture by faculty On the Job Training b) c) **Problem Solving** Audio Visual Aids. d)

4. Please indicate your opinion regarding Course material/reading handouts. Excellent Very useful Useful Adequate Inadequate (5) (3) (2) (1) (4) Range and quality of subjects covered a) Relevance of subjects including course b) material/ handouts to your work situations.

Quality of Printing, Typing of handouts given. c)

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 2					
f)	Study tour . 9					

6. Any other Comments/Suggestions

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

Maximum Points:



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			/	7	
d)	Distribution of time among various components			1		

3. How effective were the training methods:

	o. The dissard halo are defining medicas.	Excellent (5)	Very useful (4)	Useful (3)	Adequate (2)	Inadequate (1)
a)	Lecture by faculty		· V			
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.	1				
c)	Quality of Printing, Typing of handouts given.	6				

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 in votive more of programme and discussion of Findgements of Various februars commences various described comments
	Various februars coming oveross Warrows commencement complaints and Judgements grown The contents of the programme one FOR ASSESSMENT OF NPTI: (To be done by Course Director) alleady warter in SOP
	and other documents.
	- It should be more practical in nature with the example from

in nature with the example from
teleticipants which will be
situmed by positicipants and helps
Rami Danis



1. a) Title of the Course	Protection	of consumer	mknust
b) Duration	2 days	(20.02.25 to	21.03.22

c) No. of Participants

77

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			1		
c)	Orientation to Practical Problem			/		
d)	Distribution of time among various components			1		

3. How effective were the training methods: Useful Adequate Inadequate Excellent Very useful (2) (1) (3) (5) Lecture by faculty a) b) On the Job Training **Problem Solving** C) d) Audio Visual Aids.

	Please indicate your opinion regarding Cours	Excellent (5)	Very useful (4)	Usefuļ (3)	Adequate (2)	Inadequate (1)
a)	Range and quality of subjects covered			V		
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			1		
f)	Study tour					

6. Any other Comments/Suggestions

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

Maximum Points:



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

2. How do you rate the overall training course:

2.	Trow do you rate the overall balling course.	Excellent	Very useful	Useful	Adequate	Inadequate
		(5)	(4)	(3)	(2)	(1)
a)	Areas and subjects covered		1		,	
b)	Depth of theoretical content		/		,	
c)	Orientation to Practical Problem	THE BUILDING				
d)	Distribution of time among various components			/		

How effective were the training methods:

	o. How onesare valous as a saming meanage.	Excellent (5)	Very useful (4)	Useful (3)	Adequate (2)	Inadequate (1)
a)	Lecture by faculty		1			
b)	On the Job Training		. 1			
c)	Problem Solving		1			
d)	Audio Visual Aids.		1			

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	1				
b)	Audio Visual Equipments					
c)	Food/Snacks					
d)	Video session					
e)	Lab session					
f)	Study tour					1

6. Any other Comments/Suggestions

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

Maximum Points:

Points obtained:



1. a) Title of the Course	2-days Trainm 2 days	1	brodrem
b) Duration	2 days -	J	, ,
c) No. of Participants	1		* -

22240	with the same							
2	How	do	VOII	rate	the	overall	training	course:

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

3. How effective were the training methods:

		Excellent (5)	Very useful (4)	Useful (3)	Adequate (2)	Inadequate (1)
a)	Lecture by faculty				~	1.00
b)	On the Job Training		100		~	
c)	Problem Solving	1			/	
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.		V			
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	V				
b)	Audio Visual Equipments	_				
c)	Food/Snacks					
d)	Video session	V				
e)	Lab session				V	
f)	Study tour					~

tudy tour				
Any other Comments/Suggestions More le chure	s to deal	with	Consumers	also
covering legal	points .			*
FOR ASSESSMENT OF NPTI: (To	o be done by Course I	Director)		

Maximum Points:

6.

Points obtained: 67 (%)



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 :- [

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			1		1.0
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		1			
b)	On the Job Training	1-11-11-11		~		
c)	Problem Solving	1				
d)	Audio Visual Aids.	P. C.	./			

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					7.7
b)	Relevance of subjects including course material/ handouts to your work situations.	THE S	. ~			
c)	Quality of Printing, Typing of handouts given.					

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				7	
e)	Lab session		V			
f)	Study tour		-			- PARTIES OF

6. Any other Comments/Suggestions

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

Maximum Points:

Points obtained: 85 1/- (%)



				^
1. a) Title of the Course	"Protection	of	Consumer	Interest.
b) Duration	Two days.			
c) No. of Participants	29		.v	
2. How do you rate the ov		Evcellent	Vencueoful I	Isoful Adoquate I

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

	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	2004	3 m Cow	se.	N	
c)	Problem Solving	No	1 ad	aqua	se,	~
d)	Audio Visual Aids.			1	V	

		Excellent (5)	Very useful (4)	Useful (3)	Adequate (2)	Inadequate (1)
a)	Range and quality of subjects covered			V		
b)	Relevance of subjects including course material/ handouts to your work situations.					
c)	Quality of Printing, Typing of handouts given.	· VI	01 2	i'ven	- Hot	1

5. Please give your views regarding following facilities.

		Excellent (5)	Very good (4)	Good (3)	Adequate (2)	Poor (1)
a)	Conference Hall	V				
b)	Audio Visual Equipments	V				
c)	Food/Snacks					
d)	Video session	~				
e)	Lab session	201-	3m co	surse	-	
f)	Study tour	N	n 1 5	In Co	ruse.	

Study tour	NOT in Course.
Any other Comments/Suggestions	the to time this type of
Hoaing Show	the to time this type of
FOR ASSESSMENT OF NPTI: (To be done	Course Director)

Maximum Points:

6.

Points obtained: _______(%)



(Please	tick (v) the relevant	t box)			
1. a) Title of the Course Profection	m of co	MSCIME	ri	ytere.	St"
2 200					
c) No. of Participants 29 NOS					
How do you rate the overall training course:	Excellent	Very useful	Useful	Adequate	Inadeo

		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			-	ř	
d)	Distribution of time among various components			1		

How effective were the training methods: Very useful (4) Adequate (2) Excellent Useful Inadequate (5) (3) (1) Lecture by faculty a) On the Job Training b) **Problem Solving** c) d) Audio Visual Aids.

		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.	0027	give	er y	et.	/

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	V				
c)	Food/Snacks	-				
d)	Video session	1				
e)	Lab session	not	in c	der	e	
f)	Study tour	not	i'u c	con	se	

	Study tour	not	in c	cours	2	
6.	Any other Comments/Suggestions Time to time	flis	type	B	trainin	9
	CLASSES Short	be at	rengea			

Maximum Points:

Points obtained: 6 (%)



1. a) Title of the Course	•	Prot	ection	of	Consumer	Interest
b) Duration			Days.			
c) No. of Participants		26				

2. How do you rate the overall training course:

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

How effective were the training methods: Excellent Very useful Useful Adequate Inadequate (5) (4) (3) (2) (1) a) Lecture by faculty b) On the Job Training NA c) **Problem Solving** Audio Visual Aids. d)

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

Excellent Very useful (3) Adequate (5) (4) (3) (2) (1)

Range and quality of subjects covered

b) Relevance of subjects including course material/ handouts to your work situations.

Please give your views regarding following facilities.

2)	I Confessor U.S.		Excellent (5)	Very good (4)	Good (3)	Adequate (2)	Poor (1)
a)	Conference Hall			1			1.7
b)	Audio Visual Equipments			1			an a sale
c)	Food/Snacks			1			
d)	Video session	KH					-
e)	Lab session	NA					- 15-1-
f)	Study tour	NA					

6. Any other Comments/Suggestions Cross fraining programme.

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

Maximum Points:

Points obtained: 50 (%)



))	How do you rate the overall training course:					
a) b)		Excellent (5)	Very useful (4)	Useful (3)	Adequate (2)	Inadequate (1)
:)	Areas and subjects covered					
- 2	Depth of theoretical content					5
	Orientation to Practical Problem					1
1)	Distribution of time among various components					
	How effective were the training methods:	Excellent	Very useful	Useful	Adequate	Section Inadequate
1)	Lecture by faculty	(5)	(4)	(3)	(2)	(1)
)	On the Job Training		-			-
;)	Problem Solving					
1)	Audio Visual Aids.		de la companya de la			#
,		Later of the second			excep	+ Mr. K
	 Please indicate your opinion regarding Cours 	e material/readin Excellent (5)	g handouts. Very useful (4)	Useful (3)	Adequate (2)	Inadequate (1)
1)	Range and quality of subjects covered					V
0)	Relevance of subjects including course material/ handouts to your work situations.					V
Í.				-		-
ĺ.	Quality of Printing, Typing of handouts given. 5. Please give your views regarding following fa	g cilities.			cerce	nt Mr.
))	Quality of Printing, Typing of handouts given.		Very good (4)	Good (3)	Cerce &	Poor (1)
a)	Quality of Printing, Typing of handouts given. 5. Please give your views regarding following fa	cilities.		110000000000000000000000000000000000000	Adequate	Poor
a) b)	Quality of Printing, Typing of handouts given. 5. Please give your views regarding following fa	cilities.		(3)	Adequate	Poor
a) b)	Quality of Printing, Typing of handouts given. 5. Please give your views regarding following factors: Conference Hall Audio Visual Equipments	cilities.		(3)	Adequate (2)	Poor
a) b)	Quality of Printing, Typing of handouts given. 5. Please give your views regarding following fa Conference Hall Audio Visual Equipments Food/Snacks	cilities.		(3)	Adequate (2)	Poor



1. a)	Title	of	the	Course
-------	-------	----	-----	--------

Partection of Consumer Interests

b) Duration

2 days

c) No. of Participants

27

How do you rate the overall training course:

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

How effective were the training methods:

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

Please indicate your opinion regarding Course material/reading handouts

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

Please give your views regarding following facilities.

a)	Conference Hall	Excellent (5)	Very good (4)	Good (3)	Adequate (2)	Poor (1)
b)	Audio Visual Equipments		V			7.1
c)	Food/Snacks		V			
d)	Video session					
e)	Lab session			V		
f)	Study tour			-		
						1

Any other Comments/Suggestic	ion	desi	Suac	nents/	Com	other	Any	6.
--	-----	------	------	--------	-----	-------	-----	----

Some of the participants created obstruction in the fectures.

Some of the speakers were not able to control these obstruction put of the refere could not complete the fecture successfully.

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

Maximum Points:

Points obtained: _______(%)



F02 (QMS-P-04)

1. a) Title of the Course ; 2 days Residential Transmiss program "ON; * Consumer Suterness"

b) Duration 2 days

c) No. of Participant

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			1		1.7
b)	Depth of theoretical content			1		
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			9 1		1.7
b)	On the Job Training				11	
c)	Problem Solving	-		10		
d)	Audio Visual Aids.					

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			1-0		
b)	Relevance of subjects including course material/ handouts to your work situations.		F	L		
c)	Quality of Printing, Typing of handouts given.				in the second	

Please give your views regarding following facilities.

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

6. Any other Comments/Suggestions

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

Maximum Points:

Points obtained: ______(%)



1. a) Title of the Course	Protection	on of cov.	remo	Interes
b) Duration	2 day	20-2-25	102	1-2-5

c) No. of Participants Smy ay Jain

2. How do you rate the overall training course:

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

3. How effective were the training methods:

	Excellent (5)	Very useful	Useful (3)	Adequate	Inadequate
Lecture by faculty		1	(0)	(2)	(1)
On the Job Training					
Problem Solving	1.	4	*		
Audio Visual Aids.					
	Problem Solving	Lecture by faculty On the Job Training Problem Solving	Lecture by faculty On the Job Training Problem Solving	Lecture by faculty On the Job Training Problem Solving	Lecture by faculty On the Job Training Problem Solving

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

-	I Dames and a William III	Excellent (5)	Very useful (4)	Useful (3)	Adequate (2)	Inadequate (1)
a)	Range and quality of subjects covered		11			1.7
b)	Relevance of subjects including course material/ handouts to your work situations.		V	1.2		
c)	Quality of Printing, Typing of handouts given.		V	-		

Please give your views regarding following facilities.

,		Excellent (5)	Very good (4)	Good (3)	Adequate (2)	Poor (1)
a)	Conference Hall	V				1./
b)	Audio Visual Equipments	V		-		-
c)	Food/Snacks		~			
d)	Video session		News			
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: _____(%)



1. a) Title of the Course	_	Brotection	of	Consumer	Interest "	
b) Duration	_	2 days	0			

c) No. of Participants - 28

2.	How	do	you	rate	the	overall	training	course:
----	-----	----	-----	------	-----	---------	----------	---------

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

How effective were the training methods:

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

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

a)	Range and quality of subjects covered	Excellent (5)	Very useful (4)	Useful (3)	Adequate (2)	Inadequate
-						
b)	Relevance of subjects including course material/ handouts to your work situations.			-		
c)	Quality of Printing, Typing of handouts given.					
	1 37 G - marcotto given.			-		

5. Please give your views regarding following facilities.

Excellent (5)	Very good (4)	Good (3)	Adequate (2)	Poor (1)
	-			
	V			
		./		
		-		
		-		-
	Excellent (5)	(F)	(5)	The same same same same same same same sam

			100		
6.	area of	ers were ve	ained very g	nod knowles	oge
	FOR ASSESSMENT OF NPTI: (To be done by Course Maximum Points:	Studies con se Director) will	be a part of	domin	whid
	Production Folias.				

Points obtained: 4 (%)



1. a) Title of the Course	" PROTECTION OF CONSUMER	INTEREST
	2 Days From 20/2/25 to 21	

c) No. of Participants 29

2. How do you rate the overall training course:

t V	ery useful (4)	Useful (3)	Adequate (2)	Inadequate
	V			
		V		
-	~			
			V	V

3. How effective were the training methods:

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

Please indicate your opinion regarding Course material/reading handouts.

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

Please give your views regarding following facilities.

a)	Conference Hall	Excellent (5)	Very good (4)	Good (3)	Adequate (2)	Poor (1)
-		~				1-/
b)	Audio Visual Equipments	~	700			
c)	Food/Snacks		V	-		
d)	Video session					
e)	Lab session		~			
f)	Study tour			V		
· _	Totaly tour			V		

6.	Any other Comments/Suggestions	21/2/25	AN	session	WAS
		EDLCElla			

FOR ASSESSMENT OF NPTI: (To be done by Course Direct	ecto	Direct	Course	by	done	be	(To	VPTI:	OF	ASSESSMENT	FOR
--	------	--------	--------	----	------	----	-----	-------	----	------------	-----

Maximum Points:

Points obtained: ________

R. KRISHMAMURTHY

CLRF PUDUCHERRY



1. a) Title of the Course

Residential training 2 days 24 participants

b) Duration

c) No. of Participants

2 How do you rate the overall training cou

	How do you rate the overall training course.	Excellent (5)	Very useful (4)	Useful (3)	Adequate (2)	Inadequate (1)
a)	Areas and subjects covered		1			
b)	Depth of theoretical content		1			
c)	Orientation to Practical Problem					
d)	Distribution of time among various components		1			

How effective were the training methods:

	o. Flow checked were the training methods.	Excellent (5)	Very useful (4)	Useful (3)	Adequate (2)	Inadequate (1)
a)	Lecture by faculty				10000-7000	
b)	On the Job Training	-				
c)	Problem Solving					
d)	Audio Visual Aids. Not applicable	, 10		-		

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	phlicold			

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		V			
d)	Video session					
e)	Lab session NTA					
f)	Study tour					-

6.	Any other Comments/Suggestions	Hostil	Como	are	not	up to the most
						/

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

Maximum Points:

Points obtained:



1. a	Title of the Course	of con	slomes.	Tukes	rest	
b) Duration 2 days	20/21-	2-2025			
c) No. of Participants		to the second se			
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			1	,,,	
b)	Depth of theoretical content		~	,		
c)	Orientation to Practical Problem		L		V	
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		1			1
b)	On the Job Training					
c)	Problem Solving	400	1.			
d)	Audio Visual Aids.	V				
	Please indicate your opinion regarding Course		a banda da			
	Please indicate your opinion regarding Course	Excellent	Very useful	Useful	Adequate	Inadequate
-0)	Range and quality of subjects covered	(5)	(4)	(3)	(2)	(1)
a)			1			
b)	Relevance of subjects including course material/ handouts to your work situations.					
c)	Quality of Printing, Typing of handouts given.	~	ot give	7		
			0			
	Please give your views regarding following fac	cilities.				
		Excellent	Very good	Good	Adequate	Poor
		(5)	(4)	(3)	(2)	(1)
a)	Conference Hall	1				
b)	Audio Visual Equipments	سنا				
c)	Food/Snacks					Language Co.
d)	Video session	1				
e)	Lab session	NIA				

6. Any other Comments/Suggestions Although the Control of the Course Lies good but not in synch with the domain of Parsserm.

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

Maximum Points:

Study tour

Points obtained: 26 (%)



1. a) Title of the Course	Program	di	other	1	CLAFO	6 luch	ad. I. a
a) Title of the Course b) Duration C) No. of Participants	days	I Section	Dortech.	on	& Cour	44.01	La La
c) No. of Participants					1	-42	

2. How do you rate the overall training course:

a)	Areas and subjects covered	Excellent (5)	Very useful (4)	Useful (3)	Adequate (2)	Inadequate
	The state of the s					1
b)	Depth of theoretical content			-		
C)	Orientation to Practical Problem	,		-		
d)	Distribution of time among various components		-			

3. How effective were the training methods:

a)	Lecture by faculty	Excellent (5)	Very useful (4)	Useful (3)	Adequate (2)	Inadequate
						1.7
b)	On the Job Training					
c)	Problem Solving		1			
d)	Audio Visual Aids.					

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

a)	Range and quality of subjects covered	Excellent (5)	Very useful (4)	Useful (3)	Adequate (2)	Inadequate
-,			1			1.0
b)	Relevance of subjects including course material/ handouts to your work situations.		1/			
c)	Quality of Printing, Typing of handouts given.		-			

5. Please give your views regarding following facilities.

Conference Hall	Excellent (5)	Very good (4)	Good (3)	Adequate (2)	Poor (1)
Conference Hall		/		_/_/	11/
Audio Visual Equipments		-			
Food/Snacks		-			
Video session		2			
Lab session					
Study tour					
	Food/Snacks Video session Lab session	Conference Hall Audio Visual Equipments Food/Snacks Video session Lab session	Conference Hall Audio Visual Equipments Food/Snacks Video session Lab session	Conference Hall Audio Visual Equipments Food/Snacks Video session Lab session	Conference Hall Audio Visual Equipments Food/Snacks Video session Lab session

	7
6.	Any other Comments/Suggestions Suporter Judgement of recent time
	Li High Sprene Cont i respect f Showing Connumers may be wiched
	Entreity Connumers may be wiched
	FOR ASSESSMENT OF NPTI: (To be done by Course Director)
	Maximum Points:
	Points obtained:(%)

m

F02 (QMS-P-04)

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

1. a) Title of the Course

Malianal "Prolicion of Consumur Interest"

2 days.

Blw 25 to 30

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			V	V	_		
d)	Distribution of time among various components			~		-		

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			1					
c)	Problem Solving			~					
d)	Audio Visual Aids.			V					

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	~				1985
d)	Video session					
e)	Lab session		NA			
f)	Study tour		NM			

Study tour	2.			
6. Any other Comments/Suggestions The most effective from Concernitating on areas of Faculty to he fund FOR ASSESSMENT OF NPTI: (To be don	wetro pletan, no	to Suranol and to rural a	Tech Inda	Funkay Kecan

Maximum Points:

Points obtained:



d)

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

1. a) Title of the Course Protection of Consumer Interest.
b) Duration 2 days - 20th & 21st Peb-2025.

c) No. of Participants

Audio Visual Alds.

2. How do you rate the overall training course:

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

3. How effective were the training methods:

Excellent Very useful Useful Adequate Inadequate (5) (4) (3) (2) (1)

a) Lecture by faculty

b) On the Job Training

c) Problem Solving

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.			1	7	
c)	Quality of Printing, Typing of handouts given.	7 E E E E			-/	

Please give your views regarding following facilities.

		Excellent (5)	Very good (4)	Good (3)	Adequate (2)	Poor (1)
a)	Conference Hall		./			HELE TO SERVICE
b)	Audio Visual Equipments			1		
c)	Food/Snacks	V				
d)	Video session			1		
e)	Lab session					
f)	Study tour					- P- 1- 13

6.	Any	other	Comments/	Suggestions
----	-----	-------	-----------	-------------

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

Maximum Points:

Points obtained: 49 (%)



		(V) the releva				
	a) Title of the Course 2 days 10) Duration 2024 (2 days	cerd	to c fin	Tro	conta	Progra
	c) No. of Participants 26	3)	+CCH •	~ //		
2.	How do you rate the overall training course:	Excellent	Very useful	Useful	Adequate	Inadequate
)	Areas and subjects covered	(5)	(4)	(3)	(2)	(1)
)	Depth of theoretical content		-	1		
)	Orientation to Practical Problem			-		
)	Distribution of time among various components					
8	Tariodo domponento		-			Estable 1
	How effective were the training methods:	Excellent	Very useful	Useful	Adequate	Inadequate
)	Lecture by faculty	(5)	(4)	(3)	(2)	(1)
	On the Job Training		-			
į.	Problem Solving		-			
	Audio Visual Aids.		-			
2	Addit Visual Alus.		-			
	4. Please indicate your opinion regarding Course	material/roadin	a bondoute			
		Excellent (5)	Very useful (4)	Useful (3)	Adequate (2)	Inadequate (1)
X .	Range and quality of subjects covered			(6)	(2)	(0)
	Relevance of subjects including course material/ handouts to your work situations.	THE REAL PROPERTY.	-			
	Quality of Printing, Typing of handouts given.		-			
	Please give your views regarding following facil		×			
)	Conference Hall	Excellent (5)	Very good (4)	Good (3)	Adequate (2)	Poor (1)
	Audio Verral Part		-			

	Excellent (5)	Very good	Good	Adequate	Poor (1)
Conference Hall		223	(0)	(2)	(1)
Audio Visual Equipments					
Food/Snacks					
Video session				1	
Lab session					
Study tour					
	Food/Snacks Video session Lab session	Conference Hall Audio Visual Equipments Food/Snacks Video session Lab session	Conference Hall Audio Visual Equipments Food/Snacks Video session Lab session	Conference Hall Audio Visual Equipments Food/Snacks Video session Lab session	Conference Hall Audio Visual Equipments Food/Snacks Video session Lab session

6. Any other Comments/Suggestions

Grood

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

Maximum Points:

Points obtained: ______(%)



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
a)	Areas and subjects covered		V			
b)	Depth of theoretical content			v		
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			V		1
b)	On the Job Training			2		
c)	Problem Solving		~			
d)	Audio Visual Aids.			V		

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		10-11-11-11	V		1-7
b)	Relevance of subjects including course material/ handouts to your work situations.			V		
c)	Quality of Printing, Typing of handouts given.			0		_

Please give your views regarding following facilities.

		Excellent (5)	Very good (4)	Good (3)	Adequate (2)	Poor (1)
a)	Conference Hall	V			\-/	.,,
b)	Audio Visual Equipments	V				
c)	Food/Snacks		V			
d)	Video session			11/		_
e)	Lab session			V		
f)	Study tour			V		

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

2. Petailed itenarary of the profram should have been given to participants well in advance for proper planning of FOR ASSESSMENT OF NPTI: (To be done by Course Director) reporting for training profram Maximum Points:

& to book Hights accordingly.

Points obtained: _______(%)



(Ple	ease tick (V) the relevant box)	· · · · ·
1. a) Title of the Course 2 day 5 b) Duration 20/2/25 and c) No. of Participants 26	Residential tra	"protection of consumer Inv

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	1		1	***	
b)	Depth of theoretical content			V	-	
c)	Orientation to Practical Problem	~				
d)	Distribution of time among various components		1111111	V .		

3. How effective were the training methods:

		Excellent (5)	Very useful (4)	Useful (3)	Adequate (2)	Inadequate (1)
a)	Lecture by faculty			V		
b)	On the Job Training	V	E THE STATE OF			
c)	Problem Solving	1				
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			V		
b)	Relevance of subjects including course material/ handouts to your work situations.			/		
c)	Quality of Printing, Typing of handouts given.	1		V		

5. Please give your views regarding following facilities.

		Excellent (5)	Very good (4)	Good (3)	Adequate (2)	Poor (1)
a)	Conference Hall	V				
b)	Audio Visual Equipments	V				
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 (%)



		, une soup			
1. a) Title of the Course (no telic	n d	remi cum	\ \W	Lever	
b) Duration 2 days	0	Co		or Own,	
c) No. of Participants					
2. How do you rate the overall training course:					
	Exceller (5)	t Very useful	Useful	Adequate	1

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

How effective were the training methods: Very useful (4) Excellent Useful Adequate Inadequate (5) (3) (1) Lecture by faculty a) On the Job Training b) c) Problem Solving d) Audio Visual Aids.

		Excellent (5)	Very useful (4)	Useful (3)	Adequate (2)	Inadequate (1)
a)	Range and quality of subjects covered					1
b)	Relevance of subjects including course material/ handouts to your work situations.		101	1		
c)	Quality of Printing, Typing of handouts given.					11/4

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		1			
d)	Video session		N	K		-
e)	Lab session		N	K		
f)	Study tour		200	1112		

6. Any other Comments/Suggestions

FOD	ACCEDENTE	0-		-			•		ď
FUK	ASSESSMENT	U-	NPI	(lobe	done	DV	Course	Director	١

Maximum Points:

Points obtained: 60 (%)



	(Flease L	ick (1) the relevant	UUA			
1. a) Title of the Course	Residence	Tray	an	Comm	Repuls	Parterio
b) Duration	2 Day	is diputs				
c) No. of Participants	21 Par	12 colons	48			

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			2		
c)	Orientation to Practical Problem			1/		
d)	Distribution of time among various components			V.		

3. How effective were the training methods:

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

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			V		
b)	Relevance of subjects including course material/ handouts to your work situations.			V		
c)	Quality of Printing, Typing of handouts given.	1	V			

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		V			
C)	Food/Snacks					
d)	Video session			V		
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 (%)



NATIONAL POWER TRAINING INSTITUTE

(MINISTRY OF POWER, GOVT. OF INDIA)
Faridabad





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