

**Three Days' Residential Training Programme**  
**"Protection of Consumer Interest for Officers of CGRF and Ombudsman"**  
**Venue: NPTI Corporate Office, Sector-33, Faridabad**  
**21<sup>st</sup> - 23<sup>rd</sup> March, 2012**

<b>Day 1 Wednesday, 21<sup>st</sup> March, 2012</b>	
0900 Hrs. – 1000 Hrs.	Registration
1000 Hrs. – 1045 Hrs.	Inaugural Function: Director General, NPTI, Principal Director (CAMPS), NPTI,  <b>Inaugural Address by Sh V.S. Verma, Hon'ble Member (CERC)</b>
1045 Hrs. – 1115 Hrs.	High Tea
1115 Hrs. – 1300 Hrs.	Role of Regulatory Framework Institutionalizing Consumer Advocacy, the possible Options and Strategies for consumer education, empowerment and funding <b>Dr. Ashok Pendse, Director, Precise Electricals Ltd., Mumbai</b>
1300 Hrs. – 1400 Hrs.	Lunch Break
1400 Hrs. – 1530 Hrs.	Institutionalizing Consumer Advocacy, the possible Options and Strategies for consumer education, empowerment and funding <b>Dr. Ashok Pendse, Director, Precise Electricals Ltd., Mumbai</b>
1530 Hrs. – 1545 Hrs.	Tea Break
1545 Hrs. – 1700 Hrs.	Technology Interventions to Improve Customer Care Practices - by a Utility <b>Mr. Arunabha Basu, Head - Technology, Tata Power Delhi Distribution Company Limited</b>

**Day 2 Thursday, 22<sup>nd</sup> March, 2012**

1000 Hrs. – 1700 Hrs.

**Visit to CGRF, Tata Power Delhi Distribution Company Limited**

<b>Schedule</b>	<b>Particulars</b>
8.00 Hrs. - 10.30 Hrs.	Starting from NPTI and reaching to CGRF, Model Town
11.00 Hrs - 12.30 Hrs	Attending Hearing
13.00 Hrs - 14.00 Hrs	Lunch
14.00 Hrs - 15.00 Hrs	Standards of Performance & History of Regulations <b>Presentation by Sh K. L. Bhayana, Advisor, Tata Power Delhi Distribution Company Limited</b>
15.00 Hrs - 15.30 Hrs	Tea Break

**Day 3 Friday, 23<sup>rd</sup> March, 2012**

1000 Hrs. – 1130 Hrs.	Procedure for Handling Consumer Complaints – A Model Mechanism <b>Sh. VK Khanna, Ombudsman</b>
1130 Hrs. – 1145 Hrs.	Tea Break
1145 Hrs. – 1300 Hrs.	Important Legal Issues arising before CGRF's and Electricity Ombudsman <b>Sh Arijit Maitra, Principal, PA Legal, Advocates, New Delhi &amp; Mumbai</b>
1300 Hrs. – 1400 Hrs.	Lunch Break
1400 Hrs. – 1530 Hrs.	Consumer grievance redressal experience in Delhi <b>Ms Anjali Chandra, Executive Director, DERC</b>
1530 Hrs. – 1545 Hrs.	Tea Break
1545 Hrs. – 1700 Hrs.	Wrap-up & Photo Session Valedictory function and distribution of certificates by NPTI