

National Power Training Institute

(Ministry of Power, Govt. of India)

Sector 33, Faridabad, Haryana
Two Days Training Program on "Protection of Consumer Interest"
for CGRF and Ombudsman
24th - 25th August, 2023 at NPTI, Faridabad



Two Days Training Program on "PROTECTION OF CONSUMER INTEREST"

For Officers of CGRF & Ombudsman

Organised By:

NATIONAL POWER TRAINING INSTITUTE (MINISTRY OF POWER, GOVT. OF INDIA) Under the aegis of

FORUM OF REGULATORS

	FORUM OF REGULATORS
Thursday, 24 th Augu	st 2023
0945 Hrs - 1000 Hrs	Registration
1000 Hrs – 1030 Hrs	Inaugural Session & High Tea
1030 Hrs – 1300 Hrs	Complaint redressal – A Consumer perspective & Electricity (Right of Consumers) Rules Mr. Sreekumar N, Member, Prayas (Energy Group)
1300 Hrs - 1400 Hrs	Lunch Break
1400 Hrs – 1530 Hrs	Consumer Empowerment & Grievance redressal mechanism Mr. Munish Sharma, General Manager, BSES Rajdhani Power Limited
1530 Hrs - 1545 Hrs	Tea Break
1545 Hrs - 1715 Hrs	Important Legal issues arising before CGRF & Ombudsman Ms. Abiha Zaidi, Advocate on Record, Supreme Court of India
Friday, 25 th August 2	023
1000 Hrs - 1130 Hrs	Procedure for handling Consumer Complaints – A Model Mechanism Mr. Rajasekhar Devaguptapu, Ex-Advisor, Forum of Regulators
1130 Hrs - 1145 Hrs	Tea Break
1145 Hrs - 1315 Hrs	Technology Interventions to improve Customer Care Practices Ms. Dipanwita Ray, Head – Customer Experience, Tata Power-DDL, Delhi
1315 Hrs - 1415 Hrs	Lunch Break
1415 Hrs – 1545 Hrs	Introduction to Standards of Performance and Enabling Regulatory Provisions for Protection of Consumer Interest
	Mr. Akash Gupta, Sr Manager (Regulatory), BSES Rajdhani Power Limited
1545 Hrs - 1600 Hrs	Tea Break
1600 Hrs - 1730 Hrs	Constitutional Laws and Landmark Judgments pertaining to Consumers in Power Sector Mr. Raj Singh Niranjan, Law Expert & Managing Partner, Trans India Law
1730 Hrs – 1800 Hrs	Associates (TILA) and Legal Advisor, International Solar Alliance Open discussion & Feedback from Participating CGRFs & Ombudsman

2 Days residential training program for CGRF and Ombudsman by NPTI during 24th - 25th August, 2023 at NPTI, Faridabad

Sl. No.	Organization	Name & Designation	Contact No.	Email Address
1	Assam ERC	Mr. Moloy Bora, IAS (Retd.) Electricity Ombudsman	954078993 9864659949	Ombudsman.assam@gmail.com moloybora@gmail.com
2	Arunachal Pradesh ERC	Mr. Hage Mima, Secretary	9436041594	secy-apserc-arn@gov.in mimahage@yahoo.com
3		Mr. Prabodha Kumar Agrawal, Member (Legal), CGRF-BYPL	8595208575	pkagrawal.adv@gmail.com
4	4	Mr. Shalabh Kumar, Chairperson, CGRF-NDMC	9650291441	Shalabhkr61@gmail.com
5	Delhi ERC	Mr. Amitabh Saxena, Member (Tech.), CGRF- BRPL	9650990835	amitabhsaxena1@gmail.com
6		Mr. O.P. Singh, Member (Tech.), CGRF-TPDDL	9818100317	Opsingh25461@gmail.com
7		mr. Vinod Kumar Kapil, O/o Electricity Ombudsman	9311352635	Vinod.kapil63@gmail.com
8	Gujarat ERC	Dr. j.C. Raychura, Staff Officer, Electricity Ombudsman Office, Ahemedabad.	9925209227	so.ombudsman@gercing.org
9		Shri Gopal Kumar Roy, Electricity Ombudsman	6201415431	judgegkroy.jhar@gmail.com
10	Jharkhand SERC	Shri Kishore Prasad, Chairperson-cum-Member Legal, CGRF, Tata Steel Ltd.	9431668881	send2kishorep@gmail.com
11		Shri Manoj Srivastava, Chairperson-cum-Member Legal, CGRF, Tata Steel Utilities & Infrastructure	7979750598	msrivastava1960@gmail.com
12	Karnataka ERC	Smt. R. Sharda District Judge (Retd), Electricity Ombudsman	9036631999	ombkar@gmail.com
13	Кагпанака ЕКС	Mr. Kashiram Pawar, Chairperson, CGRF, BESCOM	9449847999	sewest.work5@gmail.com
14	Nagaland ERC	Er. Hekavi N. Ayemi, Deputy Director	8131937011	nerc_kohima@yahoo.com
15	Odiala ERG	Mr. Sabyasachi Padhi, Ombudsman II	9827270522	ssparasar22@gmail.com
16	Odisha ERC	Mr. Bani Bhusan Mohanty, President, GRF, Bhubaneswar	9438344474	bani.mohanty@tpcentralodisha.com
17	Tamil Nadu ERC	Er.E. Vimala, Assistant Executive Engineer	9884811335	vimalratnas@gmail.com
18	Tallili Nada Elec	Tmy.G. Sangeetha, Sr. Grade PA to Ombudsman	9841855446	geethagovind2006@yahoo.co.in
19	-	Mr. Tribhuwan Singh, Member (Judicial), CGRF, Garhwal zone	9412380356	singhtribhuwan346@gmail.com
20	•	Mr. Saied Ahmed, Member (Technical), CGRF, Garhwal zone	9917474127	saiedahmeducl@gmail.com
21		Mr. Subhash Chandra Bhatt, Member Consumer, CGRF, Udhamsingh Nagar zone	9927396818	subhashbhatt1977@gmail.com
22		Sh. Vipin Baniyal, Member Consumer, CGRF, Uttarkashi	8534936955	baniyalvipin@gmail.com
23		Mr. Himanshu Bahuguna,Member Consumer, CGRF, Kumaon zone	9410975365	himanshucgrf2@gmail.com
24		Mr. Satish Uniyal, Member Consumer, CGRF Haridwar	9412076200	Suniyal55@gmail.com
25	Verala EDC	Smt. Sheeba P, Deputy Chief Engineer, CGRF Ernakulam	9496008718	cgrf.ekm@gmail.com
26	Kerala ERC	Smt. Laila N G, Deputy Chief Engineer, CGRF Kottarakkara	9446008586	Cgrf.ktra@kseb.in
27	MEECL, Tura, Meghalaya	Mr. B. R. Sangma, Chairman, CGRF, Meghalaya, Tura	-	
28	UERC, Dehradun	Mr. O. P. Dixit, Technical Member, CGRF, Almora		-:

Attendance Sheet - Two Day Training Program on "Protection of Consumer Interest"

S. No.	Name	Signature for Presence on 24.08.2023
1	Mr. Moloy Bora, lAS (Retd.)	Sullio
2	Mr. Hage Mima	1423
3	Mr. Prabodha Kumar Agrawal	24/8
-4	Mr. Amitabh Saxena	Drum.
5	Mr. O.P. Singh	of the contract of the contrac
6	Mr. Vinod Kumar Kapil	lug
7	Dr. J.C. Raychura	Behus.
8	Mr. Gopal Kumar Roy	24.8.2023
9	Mr. Kishore Prasad	24 8.23
10	Mr. Manoj Srivastava	2418/23
11	Ms. R. Sharada	RSLarada.
12	Mr. Kasheeram Pawar	500 p. 24 (8/2)
13	Er. Hekavi N. Ayemi	- That
14	Mr. Sabyasachi Padhi	Madri
15	Mr. Bani Bhusan Mohanty	Total and
16	Er. E. Vimala	Libe
17	Tmy. G. Sangeetha	Quel o
18	Mr. Tribhuwan Singh	1800
19	Mr. Saied Ahmed	
20	Mr. Subhash Chandra Bhatt	Am
21	Mr. Vipin Baniyal	Buefull
22	Mr. Himanshu Bahuguna	Heb
23	Mr. Satish Uniyal	Jan 1311/11/2
24	Smt. Sheeba P.	Shulpag
25	Smt. Laila N. G.	ding
26	Mr. B. R. Sangma	Byna
27	Mr. O. P. Dixit	1/2418m23
28.	Shalabh Kumar	3-13-

128. Shalabh Kumar

24/8/2-23

Attendance Sheet - Two Day Training Program on "Protection of Consumer Interest"

S. No.	Name	Signature for Presence on 25.08.2023
1	Mr. Moloy Bora, lAS (Retd.)	AND.
2	Mr. Hage Mima	
3	Mr. Prabodha Kumar Agrawal	ly 27/2
4	Mr. Amitabh Saxena	Drump.
5	Mr. O.P. Singh	J.M.
6	Mr. Vinod Kumar Kapil	ilica
7	Dr. J.C. Raychura	Thehre .
8	Mr. Gopal Kumar Roy	25.8.7023.
9	Mr. Kishore Prasad	7 8.23
10	Mr. Manoj Srivastava	248/23
11	Ms. R. Sharada	Ristarade 25/8/26
12	Mr. Kasheeram Pawar	- Jaski.
13	Er. Hekavi N. Ayemi	
14	Mr. Sabyasachi Padhi	Mari
15	Mr. Bani Bhusan Mohanty	andhams
16	Er. E. Vimala	A.L.
17	Tmy. G. Sangeetha	Golf
18	Mr. Tribhuwan Singh	Toging (
19	Mr. Saied Ahmed	
20	Mr. Subhash Chandra Bhatt	Lane C
21	Mr. Vipin Baniyal	Boeled
22	Mr. Himanshu Bahuguna	H.C.
23	Mr. Satish Uniyal	Gans Brown
24	Smt. Sheeba P.	Quilton.
25	Smt. Laila N. G.	Jim
26	Mr. B. R. Sangma	Djma 2.23.
27	Mr. O. P. Dixit	1
28	Mr. Shalabh Kumar	100 len 13



FEEDBACK ON TRAINING

Protection of consumer Interest 24/08/2023 TO 25/08/2023

b) Duration

c) No. of Participants

1 a) Title of the Course

	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					

How effective were the training methods: Very useful Useful Adequate Inadequate Excellent (2) (1) (5) (4) (3) Lecture by faculty a) On the Job Training b) c) Problem Solving 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					
b)	Relevance of subjects including course material/ handouts to your work situations.					
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		14.			
e)	Lab session		-			
f)	Study tour		-			

Any other Comments/Suggestions

FOR ASSESSMENT	OF NPTI:	(To be done I	by Course Director	r)
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Maximum Points:

Points obtained: _ (%)



F02 (QMS-P-04)

1		a)	Title	of	the	Course
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- b) Duration
- c) No. of Participants

2. How do you rate the overall training course:

	Them 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.			Mes.		
c)	Quality of Printing, Typing of handouts given.			•		t

		Excellent (5)	Very good (4)	Good (3)	Adequate (2)	Poor (1)
a)	Conference Hall ·			/		
b)	Audio Visual Equipments			~.		9-
c)	Food/Snacks	_				
d)	Video session			100		
e)-	Lab session					
f)	Study tour					

6	Any other Comments/Suggestions - Croup discuss - Maturials Notes of the Comments of the Comm	sion 92 as to 1 ne by Course Directo	equiree ssued	before	each Sexten.
	Maximum Points:				
	Points obtained: (%)				



F02 (QMS-P-04)

. +	How do you rate the overall training course:					ь
	to you rate the overall training course.	Excellent	Very useful	Useful	Adequate	Inadequa
T	Areas and subjects covered	(5)	(4)	(3)	(2)	(1)
	Depth of theoretical content				-	+
	Orientation to Practical Problem			-	1	-
	Distribution of time among various components				~	
	How effective were the training methods:	Excellent	Very useful	Useful	Adequate	Inadequa
)	Lecture by faculty	(5)	(4)	(3)	(2)	(1)
)	On the Job Training			-		
;)	Problem Solving				~	
i)	Audio Visual Aids.		1			4
a)						
a) b) c)	Relevance of subjects including course material/ handouts to your work situations. Quality of Printing, Typing of handouts given. 5. Please give your views regarding following factors.	cilities.			1	
b)	material/ handouts to your work situations. Quality of Printing, Typing of handouts given.	cilities.	. Very good	Good	Adequate	Poor
b) c)	material/ handouts to your work situations. Quality of Printing, Typing of handouts given. 5. Please give your views regarding following face.		Very good (4)	Good (3)	Adequate (2)	Poor (1)
a)	material/ handouts to your work situations. Quality of Printing, Typing of handouts given. 5. Please give your views regarding following factors: Conference Hall	Excellent (5)				
a) b)	material/ handouts to your work situations. Quality of Printing, Typing of handouts given. 5. Please give your views regarding following factors: Conference Hall Audio Visual Equipments	Excellent				
a) b) c)	material/ handouts to your work situations. Quality of Printing, Typing of handouts given. 5. Please give your views regarding following factors: Conference Hall Audio Visual Equipments Food/Snacks	Excellent (5)				
a) b) c) d)	material/ handouts to your work situations. Quality of Printing, Typing of handouts given. 5. Please give your views regarding following factors: Conference Hall Audio Visual Equipments Food/Snacks Video session	Excellent (5)				
a) b) c)	material/ handouts to your work situations. Quality of Printing, Typing of handouts given. 5. Please give your views regarding following factors: Conference Hall Audio Visual Equipments Food/Snacks	Excellent (5)			(2)	



	FEEDB	ACK ON TRAINI	NG		F02 (QM	S-P-04)
	(Please tic	k (√) the relevan	it box)			0
	Title of the Course Protection Ouration Our A C C R F L O 2 de yr	of com	Sumer man o	- Int	rest for	25 thin
c) N	No. of Participants					
2. H	How do you rate the overall training course:					
	•	Excellent	Very useful	Useful		Inadequa
a)	Areas and subjects covered	(5)	(4)	(3)	(2)	(1)
b)	Depth of theoretical content			-		•
c)	Orientation to Practical Problem	-				-
d)	Distribution of time among various components			-	-	
۵,	Distribution of time among various components	V				
	How effective were the training methods:					
		Excellent	Very useful	Useful	Adequate	Inadequate
a)	Lecture by faculty	(5)	(4)	(3)	(2)	(1)
b)	On the Job Training		\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\	+		
c)	Problem Solving		-	-		
d)	Audio Visual Aids.		- V	1./		
	4. Please indicate your opinion regarding Cours					
		Excellent (5)	Very useful (4)	Useful (3)	Adequate (2)	Inadequate (1)
a)	Range and quality of subjects covered	(0)	(4)		(2)	
b)-	Relevance of subjects including course			-		
	material/ handouts to your work situations.					
	Quality of Printing Typing of handouts given			1		
c)	Quality of Printing, Typing of handouts given.					
c)	Quality of Printing, Typing of handouts given. 5. Please give your views regarding following fac	cilities.				p.
c)		Excellent (5)	Very good	Good (3)	Adequate (2)	Poor (1)
c)		Excellent			Adequate (2)	Poor (1)
c)	5. Please give your views regarding following fac	Excellent			1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	
c)	5. Please give your views regarding following fac	Excellent			1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	
a) b)	5. Please give your views regarding following face Conference Hall Audio Visual Equipments	Excellent			1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	
a) b) c)	5. Please give your views regarding following factors: Conference Hall Audio Visual Equipments Food/Snacks	Excellent			1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	

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

	on the first of the	110
1. a) Title of the Cours	" Protection of Consumer Interes	3 [
b) Duration	Two Days	

c) No. of Participants

2. How do you rate the overall training course:

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

How effective were the training methods: Inadequate Excellent Very useful Useful Adequate (5) (3)(1)a) Lecture by faculty b) On the Job Training 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	V .				
b)	Relevance of subjects including course material/ handouts to your work situations.		/			
c)	Quality of Printing, Typing of handouts given.		1			

5. Please give your views regarding following facilities.

		Excellent (5)	Very good (4)	Good (3)	Adequate (2)	Poor (1)
a)	Conference Hall	1/1				
b)	Audio Visual Equipments	~	_			
c)	Food/Snacks		_			-
d)	Video session	1,/				
e)	Lab session					
f)	Study tour	NOT	A	PL	CAR	LIS

6	Any other Comments/Suggestions Programme is good and interactive
	however, Mintolity/Hand outs be for noved al-
	The bigining of the Session rather than
	FOR ASSESSMENT OF NPTI: (To be dorie by Course Director)
	Maximum Points: 80 %
	Points obtained: 6.3 (%)

* Exeluding 3(b) 45(f).



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

1. a) Title of the Course PROTECTION OF	CONSOMERS	INTEREST
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- b) Duration ZDAYS
- 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			
b)	Depth of theoretical content		1/			
c)	Orientation to Practical Problem					
d)	Distribution of time among various components		V			

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

Please indicate your opinion regarding Course material/reading handouts.

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

		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			V		*
e)	Lab session					
f)	Study tour					-

_		
6.	Any other Comments/Suggestions Please make it course.	
	enore bocussed in all lactures relating to course and bocussed and lence.	DI 0.
	FOR ASSESSMENT OF NPTI: (To be done by Course Director)	
	Maximum Points:	
	Points obtained:(%)	



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

	Title of the Course Protection (Duration Teop days					
С) No. of Participants					
2.	How do you rate the overall training course:					
		Excellent (5)	Very useful (4)	Useful (3)	Adequate (2)	Inadequat (1)
a)	Areas and subjects covered					1
b)	Depth of theoretical content		1			
(ع	Orientation to Practical Problem		/			
d)	Distribution of time among various components					
				-		
	3. How effective were the training methods:					
		Excellent	Very useful	Useful	Adequate	Inadequate

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

		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.					

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	V				
d)	Video session	V				
e)	Lab session					1
f)	Study tour					

6.	Any other Comments/Sugges	stions						
	Training	lession	is	1 legrus	 ۹.	. 1	.,(1

1	1	2	very	user
FOR ASSESSMENT OF N	PTI: (To be done by Cour	se Directo	or)	

Maximum Points: Points obtained: _____ (%)



F02 (QMS-P-04)

. a) Title of the Course	_	Protection	of	co.rsumer	Intorest
b) Duration		2 days			
-> >		8			

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			•
b)	Depth of theoretical content					
c)	Orientation to Practical Problem		1			
. 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				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	1				
b)	Relevance of subjects including course material/ handouts to your work situations.	1				
c)	Quality of Printing, Typing of handouts given.	1				

Please give your views regarding following facilities.

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

6.	Any other	Comments/Suggestions
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AII	Her	serviers	were	vory	ase out

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

Maximum Points:

Points obtained: ___(%)



F02 (QMS-P-04)

1. a) Title of the Course	Brotection	0)	Consumer	Interest
b) Duration	wo days			
c) No. of Participants	22 Non			

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		1/			9
d)	Distribution of time among various components					

3. How effective were the training methods:

Excellent (5) (4) (3) (2) (1)

Lecture by faculty

On the Job Training

a) Lecture by faculty
b) On the Job Training
c) Problem Solving
d) Audio Visual Aids.

5. Please give your views regarding following facilities.

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



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

1. a) Title of the Course	Protect	in	of	(ons	umer -	taterest	
b) Duration	24th	65	25th	of.	Aug 23		
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	V				
b)	Depth of theoretical content		V			
c)	Orientation to Practical Problem	V				0
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					
b)	Relevance of subjects including course material/ handouts to your work situations.	V				9-
c)	Quality of Printing, Typing of handouts given.		V			

		Excellent (5)	Very good (4)	Good (3)	Adequate (2)	Poor (1)
a)	Conference Hall					9
b)	Audio Visual Equipments		V			
c)	Food/Snacks	V		1		
d)	Video session	NA.				
e)	Lab session	NA				
f)	Study tour	NA				

6. Any other Comments/Suggestions Counce h	ras conducted	efficiently.
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FOR ASSESSMENT OF NPTI: (To	be done by Course Director)
Maximum Points:	
Points obtained: (%)	



F02 (QMS-P-04)

1. a) Title of the Co	ourse Protection	of Consumer	Interests (for	officer of CORF &
		to 25/08/2023		

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			
b)	Depth of theoretical content	~				
c)	Orientation to Practical Problem					
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.		E Bars	-		

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

| Excellent | Very useful | Useful | Adequate | Inadequate | (5) | (4) | (3) | (2) | (1) |
| Range and quality of subjects covered | Relevance of subjects including course

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	1	_	_	_	_
f)	Study tour	_	-	_	_	_

1	Study tour	_	-	_		_
6.	Any other Comments/Suggestions Epe farticularly by	ellent Ses Mr Rayse	ation khar was	very	analyt	Hali

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

Points obtained: _____ (%)



a)

b)

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

F02 (QMS-P-04)

1. a) Title of the Co	ourse	Prot	ection	66 C	onsumen	Interest
b) Duration	2.	Days.	(24-	2514	119-2023)
c) No. of Partici	pants		(- 4		, ,	,

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

		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		V			
e)	Lab session		_			,
f)	Study tour		-			

6.	Any other Comments/Suggestions			2
	Overall the training	budiauns mas	helpful a	mell blannes

FOR ASSESSMENT (OF NPTI: (To be done by Course Director)
Maximum Points:	
Points obtained:	(%)



F02 (QMS-P-04)

1. a)	Title	of	the	Course
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- 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	1.2				
b)	Depth of theoretical content					
c)	Orientation to Practical Problem			V		
- d)	Distribution of time among various components			1		

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		
-c)	Problem Solving			V		
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.					

		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					7
f)	Study tour					

6.	Any other	Comments/S	unnestions
Ο.	Any other	Commentary	uggestions

FOR ASSESSMENT OF NPTI: (To be done by Cours	se Director)
Maximum Points:	
Points obtained: (%)	



F02 (QM5-P-04)

1. a) Title of the Course	PROTECTION OF CONSUMER INTEREST
b) Duration	2 DAYS (24Th + 25Th AUG. 2023)
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	v				
b)	Depth of theoretical content	V				
c)	Orientation to Practical Problem	V				
d)	Distribution of time among various components	V				

3. How effective were the training methods:

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

a) Lecture by faculty

b) On the Job Training

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	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	V				
b)	Audio Visual Equipments	V				
c)	Food/Snacks					
d)	Video session	V	•			
e)	Lab session					2
f)	Study tour					V

6. Any other Comments/Suggestions

FOR ASSESSMENT OF NPTI: (To be done by Course Director)
Maximum Points.
Points obtained:(%)



F02 (QMS-P-04)

1	a) Title of the	Course	Protection of Consumer Ir	Herest
	b) Duration	2412	- 251x Agnst 2023 (2 days)	

2 How do you rate the overall training course

c) No. of Participants 28

	- Journal of Chair Halling 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	~				

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

Please indicate your opinion regarding Course material/reading handouts. Useful Inadequate Excellent Very useful Adequate (5)(4) (3) (2)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		*			1
e)	Lab session					
f)	Study tour					

Any other Comments/Suggestions

FOR ASSESSMENT	OF NPTI: (To be done by Course Director)
Maximum Points	
Points obtained:	(%)



F02 (QMS-P-04)

(Please tick (√) the relevant box)

1	. a) Title of the Course	Protection .	of	consumer	Interest-
	b) Duration 2				
	c) No. of Participants				
2	2. How do you rate the	e overall training course:	_		

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

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

-		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.					

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

Any other Comments/Sugg	gestions
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FOR ASSESSMENT OF	NPTI: (To be done by Course Director)
Maximum Points:	
Points obtained:	(%)



F02 (QMS-P-04)

1. a) Title of the Course	Protection	1	Consumer sinterest
b) Duration	2 days	0	
c) No. of Participants			

-	ow do you rate the overall training course			
		Excellent	Very useful	TU

		(5)	very useru	Useru	Moediale	madediate	
a)	Areas and subjects covered	(0)	(4)	1 (3)	(-;	* 7,7	
b)	Depth of theoretical content			+ +	_		
c)	Onentation to Practical Problem						-
d)							1
-	Distribution of time among various components		~				

3. How effective were the training methods.

	Excellent (5)	Very useful (4)	Useful (3)	Adequate (2)	Inadequate	1
Lecture by faculty					,	٠
On the Job Training			1		•	1
Problem Solving			+ +		+	1
Audio Visual Aids.			-		1	1
	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	Lecture by faculty On the Job Training Problem Solving

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

		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				Andrew Commission of	

a)	Video session			
e)	Lab session			
f)	Study tour			
	6. Any other Comments/Suggestions	ourall	d-was good	Arteractive
		session.		,

FOR ASSESSMENT OF	NPTI: (To be done by Course Director)
Maximum Points:	
Points obtained:	(%)



F02 (QMS-P-04)

1. a) Title of the Course	Postecliar y Consumer Interest
b) Duration	
c) No. of Participants	24/8/23 to 25/8/23 (Tend Days)

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

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

•	A 4h	Comments/Suggesti	
6.	Any otner	Comments/Suddesti	DHS

FOR ASSESSMENT OF NPTI: (To be done I	by Course Director)
Maximum Points:	
Points obtained: (%)	



FEE	DBA	CK	ON	TRAININ	G
(Please	tick	(√)	the	relevant	box)

1. a) Title of the Course	"Protection of	Consumer Interest for	CGRF & Ombudsman
b) Duration		Aug - 25th Aug)	,
c) No. of Participants	,		

4.	now do you rate the overall training course:					
		Excellent (5)	Very useful (4)	Useful (3)	Adequate (2)	Inadequate (1)
a)	Areas and subjects covered	1	V			
				1		

		(5)	(4)	(3)	(2/	1.7
a)	Areas and subjects covered		V			
b)	Depth of theoretical content			V		2
c)	Orientation to Practical Problem					
d)	Distribution of time among various components				~	

How effective were the training methods: Adequate (2) Inadequate Very useful Useful Excellent (1) (3) (5) (4) Lecture by faculty On the Job Training

a) b) c) Problem Solving Audio Visual Aids. d)

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

Quality of Printing, Typing of handouts given. b) 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		V			
c)	Food/Snacks		1			
d)	Video session			1		
e)	Lab session					
f)	Study tour	-				

Any other Comments/Suggestions

FOR ASSESSMENT OF	NPTI: (To be done by Course Director)
Maximum Points:	
Points obtained:	(%)



F02 (QMS-P-04)

1 a) Title of the Course	Tre	tection	of	Consumer Interest
b) Duration		days.	· ·	
c) No. of Participants		,		

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		V			,
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					
b)	On the Job Training					
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	V				
b)	Relevance of subjects including course material/ handouts to your work situations.	~				0
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					3
c)	Food/Snacks	V				
d)	Video session					
e) .	Lab session					
f)	Study tour					

6. Any other Comments/Suggestions

FOR ASSESSMENT OF NE	PTI: (To be	done by C	ourse Di	irector)
Maximum Points:				
Points obtained:	(%)			



FEEDBACK ON TRAINING (Please tick (1) the relevant box)

1	a) Title of the	Course	Pro.	leiti-	or	Con	shanes	Interit
				24 Aug				
	c) No. of Part							

2. How do you rate the overall training course

-	, same are even warming country	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	V				
d)	Distribution of time among various components	1/				

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

	Please indicate your opinion regarding Cours	Excellent (5)	Very useful (4)	Useful (3)	Adequate (2)	Inadequate (1)
a)	Range and quality of subjects covered	N				
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	V				
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)
Máximum Points:	
Points obtained:	(%)



F02 (QMS-P-04)

1 -1	Title	-5	41-	0	
1. 0)	Title	U	uie	COL	urse

b) Duration

Protection of Consumer Interest.

c) No. of Participants

2. How do you rate the overall training course:

	, see a see a see and a see a se	Excellent (5)	Very useful	Useful (3)	Adequate (2)	Inadequate (1)
a)	Areas and subjects covered	1-7	~			
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			V		
d)	Audio Visual Aids.			~		

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

	4. Please indicate your opinion regularity could	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	V				
b)	Audio Visual Equipments		~			
c)	Food/Snacks					
d)	Video session		~			
e)	Lab session	- NA				
f)	Study tour	~	NA -			-

6. Any other Comments/Suggestions

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

Maximum Points:

Points obtained: _____ (%)

SAIED PHIMED LECTION OF THE WIND CORP. THE WAR CONTROL TO THE WAR CONT



F02 (QMS-P-04)

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

Pratection of consume interest 2 days. (24th to 25th August 2023)

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		V			3
b)	Depth of theoretical content	V				
c)	Orientation to Practical Problem	V				
d)	Distribution of time among various components	~				

3. How effective were the training methods:

		Excellent (5)	Very useful (4)	Useful (3)	Adequate (2)	(1)
a)	Lecture by faculty	~	·			
b)	On the Job Training		~			
c)	Problem Solving	V				
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	~				
b)	Relevance of subjects including course material/ handouts to your work situations.	1-4				
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	V				
e)	Lab session					
f)	Study tour	_				2

6. Any other Comments/Suggestions

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

Points obtained: _____ (%)



FEEDBACK ON TRAINING (Please tick ($\sqrt{}$) the relevant box)

b) Title of the Course PROTECTION) Duration 2 oby S) No. of Participants	OF CONS	OMER IN	ITERE	ST"	3
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	V				- 3
aj						
b)	Depth of theoretical content					
	Depth of theoretical content Orientation to Practical Problem	7				

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

	Please indicate your opinion regarding Cours	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 I	NPTI: (To be done by Course Director)
Maximum Points:	
Points obtained:	(%)



FEEDBACK ON TRAINING

F02 (QMS-P-04)

		The relevan	nt box)				
1. a	a) Title of the Course Two days	Top O areas	Luidu "	Prote	tion of	Consul	her
Ł	Duration Stepart	1, 1 /30 lun	244 An	est.	e sot	Augnola:	2023
C	c) No. of Participants	-> 2 days (- 22-44 11.	Drail			
2.	How do you rate the overall training course:						
(a)	Areas and subjects covered	Excellent (5)	Very useful	Useful (3)	Adequate (2)	Inadequate (1)	1
u)	Aleds alia subjects covered		1	1	-		

- a)	Areas and subjects covered	(5)	(4)	(3)	(2)	(1)
b)	Depth of theoretical content	-				
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		DINA			
c)	Problem Solving					
d)	Audio Visual Aids.		of Sua			b.

	Please indicate your opinion regarding Cours	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	ART				

6. Any other Comments/Suggestions

FOR ASSESSMENT OF	NPTI: (To be done by Course Director)
Maximum Points:	
Points obtained:	_ (%)

COS. Orport)
Technical Menler
Carf - WCC
Almore



FEEDBACK ON TRAINING

F02 (QMS-P-04)

t	(Please tick) Title of the Course Two days to) Duration) No. of Participants How do you rate the overall training course:	t Progra days (Ship An	Protection ?	long	Aufr
4						
		Excellent (5)	Very useful	Useful (3)	Adequate (2)	Inadequate (1)
a)	Areas and subjects covered	Excellent (5)	Very useful (4)		100	
a)					100	
	Areas and subjects covered				100	

	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		THA			
c)	Problem Solving					
d)	Audio Visual Aids.		ASUA.			

	Please indicate your opinion regarding Cours .	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.					

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	AU				
f)	Study tour	127				

6. Any other Comments/Suggestions

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

Maximum Points:

Points obtained: _____ (%)

(O.P. ODXIT)
Tedmical Mender
CCRF - WCC
Almore



FEEDBA	CK	ON	TRAINING	3
Please tick	(\vee)	the	relevant b	oox)

1. a) Title of the Course Photection of consumer Interest b) Duration Two days

c) No. of Participants

2. How do you rate the overall training course:

		Excellent (5)	Very useful (4)	Useful (3)	Adequate (2)	Inadeguate (1)
a)	Areas and subjects covered	V				
b)	Depth of theoretical content		V			
c)	Orientation to Practical Problem		V			
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	V				
b)	On the Job Training		M			
c)	Problem Solving		V			
d)	Audio Visual Aids.		MA			

Please indicate your opinion regarding Course material/reading handouts.

	4. Thouse indicate your opinion regularity course	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	V				
b)	Audio Visual Equipments					
c)	Food/Snacks	1/1				
d)	Video session	V				
e)	Lab session	Fue				
f)	Study tour	NIA Y				

6. Any other Comments/Suggestions

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

Points obtained:

Sudicial Member Sudicial Member ChRF Dehradun UHasakhand Mob. 9 + 12 4 21264



F02 (QMS-P-04)

1. a) Title of the Course	Protection a	Comumer	Sutexes!
b) Duration	2 days	Corragino	

2. How do you rate the overall training course:

c) No. of Participants

		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		~			

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

	Please indicate your opinion regarding Cours	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

No.

FOR ASSESSMENT	OF NPTI: (To be done by Course Director
Maximum Points:	
Points obtained:	(%)



F02 (QMS-P-04)

1. a) Title of the Course		Protection of	Concum	Rights (9n Ferest)
b) Duration	2	days.	Contamer	Rights (Shipers)
c) No. of Participants		27		

How do you rate the overall training course: Inadequate Adequate Very useful Useful Excellent (1) (2) (3)(5)a) Areas and subjects covered b) Depth of theoretical content c) Orientation to Practical Problem

3. How effective were the training methods:

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

Do not the Job Training (2) Problem Solving (3) Audio Visual Aids.

Please indicate your opinion regarding Course material/reading handouts. Very useful Excellent Useful Adequate Inadequate (3) (2)(1) (5) (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.

Distribution of time among various components

		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					*
f)	Study tour			,		

6. Any other Comments/Suggestions

Room facility Abould be improved.

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

Points obtained: _____ (%)

Two Days Residential Training Programme

on

"Protection of Consumer Interest" for Officers of CGRF and Ombudsman

NPTI Corporate Office, Sector-33, Faridabad

24th - 25th August, 2023

INDEX

- 1. Consumers Guide for Electricity Services
- 2. Electricity (Rights of Consumers) Rules, 2020
 - 3. Review of functioning of CGRF & Ombudsman
 - 4. Quarterly Report
- 5. Copy of Judgements

INTRODUCTION

The Electricity Act, 2003 makes elaborate provisions which seek to protect the Interest of consumers. The National Electricity Policy and the Tariff Policy framed Under the Act reinforce its provisions. They stipulate a road map and action plan for various stakeholders in ensuring protection of consumers' interests.

In line with the provisions of the Act and the policies, steps have been taken by stakeholders in different states towards institutionalizing the mechanisms of grievance redressal machinery, such as the Consumer Grievance Redressal Forum (CGRF) and the Ombudsman. Performance standards have also been specified delineating, inter alia, the requirements on quality of supply. A consumer advocacy system has also been institutionalized in some states to educate consumers about their rights and obligations.

The consumer remains the focus of reforms in the electricity sector in India. The liberal framework envisaged in the Electricity Act, 2003 is aimed at ensuring that the efficiency gains achieved through competition get translated into benefits for consumers. Apart from the framework of competition, the Act also makes specific provisions seeking to safeguard the interests of consumers.

Need for consumer protection

- Increasing consumer awareness
- Transformation of the sector
- Unequal bargaining power
- Enabling legislations
- Emergence of regulatory bodies

Consumer Protection Models

- Information
- Consultation
- Participation
- Decision Making
- Empowerment
- In-house consumer affairs bureau
- Consumer representatives in the Regulatory Commission
- External Advisory Bodies

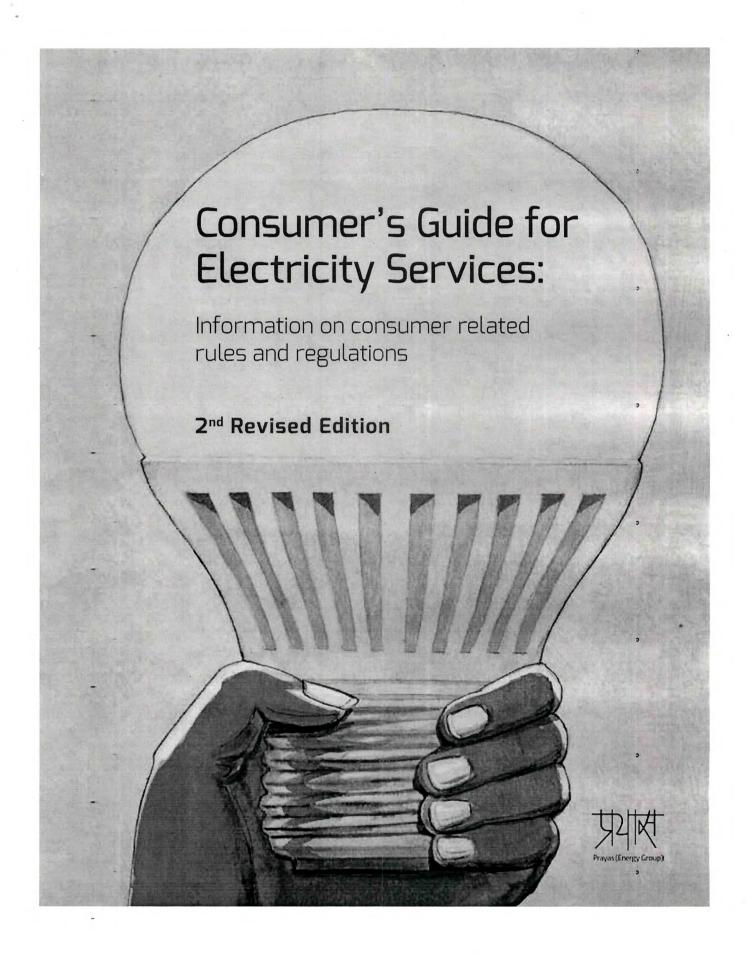
Improving service to consumers of electricity is an important aspect of reform process of the Indian electricity sector and Electricity Regulatory Commissions play an important role in this process. By providing a Forum for Consumer Representatives to argue on behalf of consumers and in their interest, the Regulatory Commissions maintain strong democratic process. However, complexities which are inherent of the sector require that the Consumer Representatives have professional training, access to large amount of data, etc. In countries like India, where majority of the population are uneducated, deputing Consumer Advocates or Professional Representatives funded through utility revenues is necessary. Utilities may object to the concept of Consumer Advocates as it amounts to "paying for their own opposition", but the utilities should recognize that better informed and better served consumers are receptive to change when necessary. In developed countries, Consumer Advocate Offices have helped to provide consumer's protection on one hand and reducing utility expenditure on the other.

Role of Regulatory Institutions in protecting Consumer Interests

- Setting reasonable and affordable tariff that reflects supply and service quality
- Ensuring adequate power availability
- Monitoring of supply and service quality
- Ensuring compliance of utility with various legal provisions and regulations
- Conducting due public processes for all the above functions
- Increase awareness and transparency encourage public participation

No economic activity is possible without consumers and electricity sector is not an exception. Electricity on the one hand, is perhaps the most important raw material for industries and on the other hand, it is one of the most needed necessities of our daily life. Also, according to the Electricity Act 2003, consumers' interests are important if not supreme. Consumers must know all the details regarding the service which they are availing.

Apart from advocating lower rates for all customers of the electricity utilities, etc. the other important objective of Consumer Advocacy is to provide for better service. Nature of electricity is such that it requires the Consumer Advocacy groups to be familiar with diverse subjects like Engineering, Accounting, Economics, Finance, Environment, etc. Therefore, the primary requisite for promoting Consumer Advocacy is to identify Consumer Representatives who have specialized knowledge in those areas, other-wise they may not effectively represent the interests of consumers.



NOTIFICATION

New Delhi, the 31st December, 2020

G.S.R. 818(E).—In exercise of the powers conferred by sub-section (1) read with clause (z) of sub-section (2) of section 176 of the Electricity Act, 2003 (Act 36 of 2003), the Central Government hereby makes the following rules, namely:-

- **Short title and commencement.-** (1) These rules may be called the Electricity (Rights of Consumers) Rules, 2020.
 - (2) They shall come into force on the date of their publication in the Official Gazette.
- **2. Definitions.-** (1) In these rules, unless the context otherwise requires,-
 - (a) "Act" means the Electricity Act, 2003;
 - (b) "applicant" means an owner or occupier of any premises who files an application form with a distribution licensee for supply of electricity, increase or decrease in sanctioned load or contract demand, change in title or mutation of name, change in consumer category, disconnection or restoration of supply, or termination of agreement, shifting of connection or other services as the case may be, in accordance with the provisions of the Act, rules and regulations made thereunder;
 - (c) "application" means an application form complete in all respects in the appropriate format, as specified by the Commission, along with documents and other compliances;
 - (d) "billing cycle or billing period" means the period for which regular electricity bills as specified by the Commission, are issued for different categories of consumers by the distribution licensee;
 - (e) "Commission" means the State Electricity Regulatory Commission constituted under section 82 of the Act;
 - (f) "Consumer" means any person who is supplied with electricity for his own use by a distribution licensee or the Government or by any other person engaged in the business of supplying electricity to the public under the Electricity Act, 2003 or any other law for the time being in force and includes any person whose premises are for the time being connected for the purpose of receiving electricity with the works of a distribution licensee, the Government or such other person, as the case may be;
 - (g) "days" means clear working days;
 - (h) "disconnection" means the physical separation or remote disconnection of a consumer from the distribution system of the distribution licensee;
 - (i) "fixed charges" has the same meaning as per the provisions of the prevailing Tariff Order issued for the distribution licensee by the Commission;
 - (j) "maximum demand" means the highest load measured in average kVA or kW at the point of supply of a consumer during any consecutive period of thirty minutes or as specified by the Commission, during the billing period;
 - (k) "occupier" means the owner, tenant or person in occupation of the premises where electricity is used or proposed to be used;
 - (1) "point of supply" means the point, as may be specified by the State Commission, at which a consumer is supplied electricity;
 - (m) "**prosumer**" means a person who consumes electricity from the grid and can also inject electricity into the grid for distribution licensee, using same point of supply;
 - (n) "temporary connection" means an electricity connection required by a person for meeting his temporary needs such as-
 - (i) for construction of residential, commercial and industrial complexes including pumps for dewatering;
 - (ii) for illumination during festivals and family functions;



Review of functioning of CGRF & Ombudsman

Final Report

August, 2016



FORUM OF REGULATORS (FOR)

C/o CENTRAL ELECTRICITY REGULATORY COMMISSION (CERC) 3rd& 4th Floor, Chanderlok Building, 36, Janpath, New Delhi – 110 001 Tel: 23353503 / Fax: 23753920

FOR-11013(11)/4-JAN-MAR/2023-CERC

Dated: 02.06.2023

The Registrar Appellate Tribunal for Electricity (APTEL) Core 4,7th Floor, SCOPE Complex Lodhi Road New Delhi-110 003.

Subject: Quarterly Report on the Compliance of the Directions given by the Appellate Tribunal for Electricity in its Order dated 27th January, 2012 in Review Petition No. 5 of 2009 in Appeal No. 181 of 2008 on functioning and performance of Ombudsman and Consumer Grievance Redressal Forums.

Sir,

This has reference to the Order of the Hon'ble Appellate Tribunal for Electricity (APTEL) dated 27th January, 2012 in Review Petition No. 5 of 2009 in Appeal No. 181 of 2008. As directed by the Hon'ble APTEL, the quarterly report on the functioning and performance of Ombudsman and Consumer Grievance Redressal Forums for the quarter January to March, 2023 is enclosed as **Annexure.**

2. It is requested that the report may be brought to the notice of the Hon'ble APTEL.

Yours sincerely,

Encl.: Eight Copies

(Antony Pellissery Mathew) Assistant Secretary (FOR)