



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)

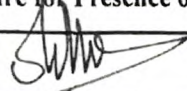
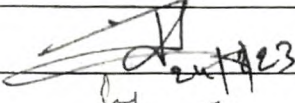
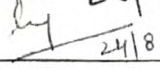
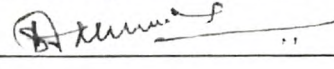
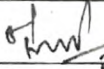
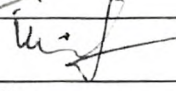
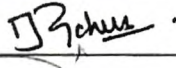
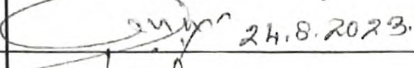
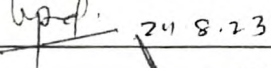



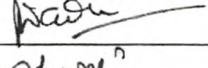
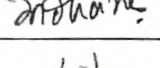

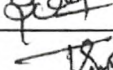
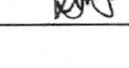
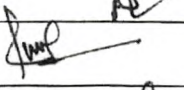
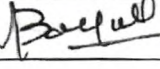
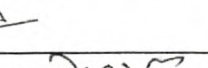
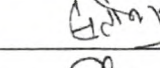
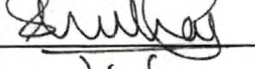
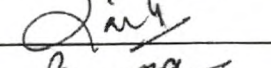
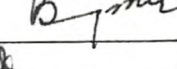
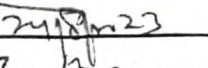
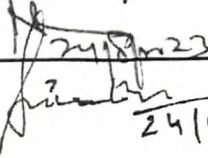
Under the aegis of
FORUM OF REGULATORS

Thursday, 24 th August 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 2023	
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 Niranjana, Law Expert & Managing Partner, Trans India Law Associates (TILA) and Legal Advisor, International Solar Alliance
1730 Hrs - 1800 Hrs	Open discussion & Feedback from Participating CGRFs & Ombudsman

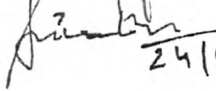
2 Days residential training program for CGRF and Ombudsman by NPTI during 24th - 25th August, 2023 at NPTI, Faridabad

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 molybora@gmail.com
2	Arunachal Pradesh ERC	Mr. Hage Mima, Secretary	9436041594	secy-apserc-arn@gov.in mimahage@yahoo.com
3	Delhi ERC	Mr. Prabodha Kumar Agrawal, Member (Legal), CGRF-BYPL	8595208575	pkagrwal.adv@gmail.com
4		Mr. Shalabh Kumar, Chairperson, CGRF-NDMC	9650291441	Shalabhkr61@gmail.com
5		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, Ahmedabad.	9925209227	so.ombudsman@gercing.org
9	Jharkhand SERC	Shri Gopal Kumar Roy, Electricity Ombudsman	6201415431	judgegkroy.jhar@gmail.com
10		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		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	Odisha ERC	Mr. Sabyasachi Padhi, Ombudsman II	9827270522	ssparasar22@gmail.com
16		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		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, Udhasingh 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	Kerala ERC	Smt. Sheeba P, Deputy Chief Engineer, CGRF Ernakulam	9496008718	cgrf.ekm@gmail.com
26		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	-	-

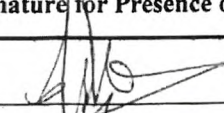
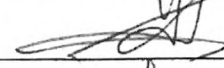

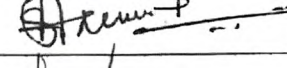
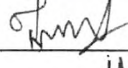
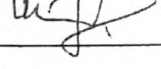
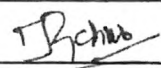
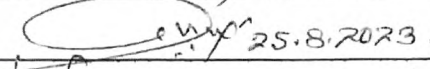
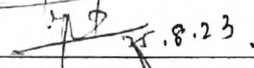
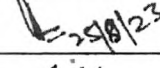
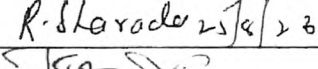
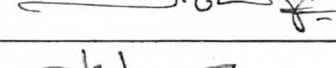

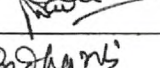
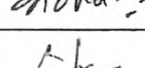

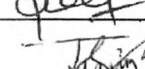
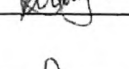
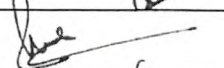
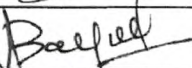
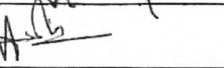
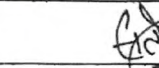
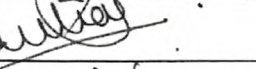
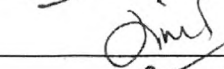
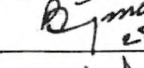
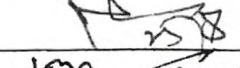
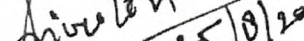

Attendance Sheet - Two Day Training Program on "Protection of Consumer Interest"

S. No.	Name	Signature for Presence on 24.08.2023
1	Mr. Moloy Bora, IAS (Retd.)	
2	Mr. Hage Mima	
3	Mr. Prabodha Kumar Agrawal	
4	Mr. Amitabh Saxena	
5	Mr. O.P. Singh	
6	Mr. Vinod Kumar Kapil	
7	Dr. J.C. Raychura	
8	Mr. Gopal Kumar Roy	
9	Mr. Kishore Prasad	
10	Mr. Manoj Srivastava	
11	Ms. R. Sharada	R. Sharada.
12	Mr. Kasheeram Pawar	
13	Er. Hekavi N. Ayemi	
14	Mr. Sabyasachi Padhi	
15	Mr. Bani Bhusan Mohanty	
16	Er. E. Vimala	
17	Tmy. G. Sangeetha	
18	Mr. Tribhuvan Singh	
19	Mr. Saied Ahmed	
20	Mr. Subhash Chandra Bhatt	
21	Mr. Vipin Baniyal	
22	Mr. Himanshu Bahuguna	
23	Mr. Satish Uniyal	
24	Smt. Sheeba P.	
25	Smt. Laila N. G.	
26	Mr. B. R. Sangma	
27	✓ Mr. O. P. Dixit	

✓ 28. Shalabh Kumar


 24/8/2023

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, IAS (Retd.)	
2	Mr. Hage Mima	
3	Mr. Prabodha Kumar Agrawal	
4	Mr. Amitabh Saxena	
5	Mr. O.P. Singh	
6	Mr. Vinod Kumar Kapil	
7	Dr. J.C. Raychura	
8	Mr. Gopal Kumar Roy	
9	Mr. Kishore Prasad	
10	Mr. Manoj Srivastava	
11	Ms. R. Sharada	
12	Mr. Kasheeram Pawar	
13	Er. Hekavi N. Ayemi	
14	Mr. Sabyasachi Padhi	
15	Mr. Bani Bhusan Mohanty	
16	Er. E. Vimala	
17	Tmy. G. Sangeetha	
18	Mr. Tribhuwan Singh	
19	Mr. Saied Ahmed	
20	Mr. Subhash Chandra Bhatt	
21	Mr. Vipin Baniyal	
22	Mr. Himanshu Bahuguna	
23	Mr. Satish Uniyal	
24	Smt. Sheeba P.	
25	Smt. Laila N. G.	
26	Mr. B. R. Sangma	
27	Mr. O. P. Dixit	
28	Mr. Shalabh Kumar	



F02 (QMS-P-04)

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

- 1 a) Title of the Course *Protection of consumer Interest*
 b) Duration *24/08/2023 TO 25/08/2023*
 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		✓			
b) Depth of theoretical content		✓			
c) Orientation to Practical Problem		✓			
d) Distribution of time among various components		✓			

3. How effective were the training methods:

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

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

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

5. Please give your views regarding following facilities.

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

6. Any other Comments/Suggestions

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

Maximum Points:

Points obtained: _____ (%)



F02 (QMS-P-04)

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

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

2. How do you rate the overall training course:

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

3. How effective were the training methods:

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

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

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

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

- Group discussion required -
- Materials has to issued before each session.

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

Maximum Points:

Points obtained: _____ (%)



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

F02 (QMS-P-04)

1. a) Title of the Course *Protection of Consumer Interest Training*
 b) Duration *from 24/8/23 to 25/8/23*
 c) No. of Participants *28*

2. How do you rate the overall training course:

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

3. How effective were the training methods:

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

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

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

5. Please give your views regarding following facilities.

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

6. Any other Comments/Suggestions

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

Maximum Points:

Points obtained: _____ (%)



F02 (QMS-P-04)

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

1. a) Title of the Course *Protection of Consumer Interest for officers of CGRF & ombudsman during 24th - 25th Aug 2023*
 b) Duration *2 days*
 c) No. of Participants

2. How do you rate the overall training course:

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

3. How effective were the training methods:

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

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

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

5. Please give your views regarding following facilities.

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

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 **"Protection 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)	Inadequate (1)
a) Areas and subjects covered	✓				
b) Depth of theoretical content	✓				
c) Orientation to Practical Problem		✓			
d) Distribution of time among various components	✓				

3. How effective were the training methods:

	Excellent (5)	Very useful (4)	Useful (3)	Adequate (2)	Inadequate (1)
a) Lecture by faculty	✓				
b) On the Job Training	← Not applicable →				
c) Problem Solving			✓		
d) Audio Visual Aids			✓		

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

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

5. Please give your views regarding following facilities.

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

6. Any other Comments/Suggestions **Programme is good and interactive however, Printouts/Handouts be provided at the beginning of the session rather than providing at the end of the programme.**

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

Maximum Points: **80***
 Points obtained: **63** (%)

* Excluding 3(b) & 5(f).



F02 (QMS-P-04)

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

1. a) Title of the Course **PROTECTION OF CONSUMERS INTEREST.**b) Duration **2 DAYS**

c) No. of Participants

2. How do you rate the overall training course:

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

3. How effective were the training methods:

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

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

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

5. Please give your views regarding following facilities.

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

6. Any other Comments/Suggestions

Please make it a course more focussed in all lectures relating to the course and focussed audience.

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

Maximum Points:

Points obtained: _____ (%)



F02 (QMS-P-04)

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

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

2. How do you rate the overall training course:

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

3. How effective were the training methods:

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

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

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

5. Please give your views regarding following facilities.

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

6. Any other Comments/Suggestions

Training session is very useful.

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

Maximum Points:

Points obtained: _____ (%)



F02 (QMS-P-04)

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

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

2. How do you rate the overall training course:

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

3. How effective were the training methods:

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

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

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

5. Please give your views regarding following facilities.

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

6. Any other Comments/Suggestions

All the sessions were very useful.

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

Maximum Points:

Points obtained: _____ (%)



F02 (QMS-P-04)

FEEDBACK ON TRAINING

(Please tick (✓) the relevant box)

1. a) Title of the Course *Protection of consumer Interest*
 b) Duration *Two days*
 c) No. of Participants *28 Nos*

2. How do you rate the overall training course:

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

3. How effective were the training methods:

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

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

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

5. Please give your views regarding following facilities.

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

6. Any other Comments/Suggestions

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

Maximum Points:

Points obtained: _____ (%)



F02 (QMS-P-04)

FEEDBACK ON TRAINING

(Please tick (✓) the relevant box)

1. a) Title of the Course *Protection of Consumer Interest.*
 b) Duration *24th to 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	✓				
b) Depth of theoretical content		✓			
c) Orientation to Practical Problem	✓				
d) Distribution of time among various components		✓			

3. How effective were the training methods:

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

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

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

5. Please give your views regarding following facilities.

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

6. Any other Comments/Suggestions *Course was conducted efficiently.*

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

Maximum Points:

Points obtained: _____ (%)



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

F02 (QMS-P-04)

1. a) Title of the Course *Protection of Consumer Interests (for officer of CCRF & Graded staff)*
 b) Duration *24/08/2023 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		✓			
b) Depth of theoretical content	✓				
c) Orientation to Practical Problem		✓			
d) Distribution of time among various components		✓			

3. How effective were the training methods:

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

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

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

5. Please give your views regarding following facilities.

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

6. Any other Comments/Suggestions *Excellent session particularly by Mr Rajsekhar was very analytical.*
Pradi

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

Maximum Points:

Points obtained: _____ (%)



F02 (QMS-P-04)

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

1. a) Title of the Course *Protection of Consumer Interest*
 b) Duration *2 Days (24-25th Aug-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	✓				
b)	Depth of theoretical content		✓			
c)	Orientation to Practical Problem			✓		
d)	Distribution of time among various components		✓			

3. How effective were the training methods:

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

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

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

5. Please give your views regarding following facilities.

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

6. Any other Comments/Suggestions

Overall the training programme was helpful and well planned.

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

Maximum Points:

Points obtained: _____ (%)



F02 (QMS-P-04)

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

1. a) Title of the Course

b) Duration

c) No. of Participants

2. How do you rate the overall training course:

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

3. How effective were the training methods:

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

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

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

5. Please give your views regarding following facilities.

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

6. Any other Comments/Suggestions

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

Maximum Points:

Points obtained: _____ (%)



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

F02 (QMS-P-04)

1. a) Title of the Course **PROTECTION OF CONSUMER INTEREST**
 b) Duration **2 DAYS (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	✓				
b)	Depth of theoretical content	✓				
c)	Orientation to Practical Problem	✓				
d)	Distribution of time among various components	✓				

3. How effective were the training methods:

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

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

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

5. Please give your views regarding following facilities.

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

6. Any other Comments/Suggestions

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

Maximum Points.

Points obtained: _____ (%)



F02 (QMS-P-04)

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

- 1 a) Title of the Course Protection of Consumer Interest
 b) Duration 24th - 25th August, 2023 (2 days)
 c) No. of Participants 28

2 How do you rate the overall training course:

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

3 How effective were the training methods

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

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

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

5. Please give your views regarding following facilities.

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

6. Any other Comments/Suggestions

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

Maximum Points

Points obtained: _____ (%)



F02 (QMS-P-04)

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

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

2. How do you rate the overall training course:

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

3. How effective were the training methods:

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

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

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

5. Please give your views regarding following facilities.

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

6. Any other Comments/Suggestions

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

Maximum Points:

Points obtained: _____ (%)



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

F02 (QMS P-04)

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

2. How do you rate the overall training course

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

3. How effective were the training methods

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

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

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

5. Please give your views regarding following facilities.

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

6. Any other Comments/Suggestions

overall it was good interactive session.

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

Maximum Points:

Points obtained: _____ (%)



F02 (QMS-P-04)

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

1. a) Title of the Course

Protection of Consumer Interest

b) Duration

c) No. of Participants

24/8/23 to 25/8/23 (Two Days)

2. How do you rate the overall training course:

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

3. How effective were the training methods:

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

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

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

5. Please give your views regarding following facilities.

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

6. Any other Comments/Suggestions

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

Maximum Points:

Points obtained: _____ (%)



F02 (QMS-P-04)

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

1. a) Title of the Course "Protection of Consumer Interest" for CGRF & Ombudsman
 b) Duration 2 days (24th Aug - 25th Aug)
 c) No. of Participants

2. How do you rate the overall training course:

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

3. How effective were the training methods:

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

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

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

5. Please give your views regarding following facilities.

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

6. Any other Comments/Suggestions

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

Maximum Points:

Points obtained: _____ (%)



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

F02 (QMS-P-04)

1. a) Title of the Course Protection 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)	Inadequate (1)
a) Areas and subjects covered	✓				
b) Depth of theoretical content	✓				
c) Orientation to Practical Problem		✓			
d) Distribution of time among various components		✓			

3. How effective were the training methods:

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

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

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

5. Please give your views regarding following facilities.

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

6. Any other Comments/Suggestions

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

Maximum Points:

Points obtained: _____ (%)



F02 (QMS-P-04)

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

- 1 a) Title of the Course *Protection of Consumers Interest*
 b) Duration *2 days 24 Aug to 25 Aug.*
 c) No. of Participants

2. How do you rate the overall training course

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

3. How effective were the training methods

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

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

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

5. Please give your views regarding following facilities.

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

6. Any other Comments/Suggestions

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

Maximum Points:

Points obtained: _____ (%)



F02 (QMS-P-04)

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

1. a) Title of the Course

Protection of Consumer Interest

b) Duration

2 days (24.08.23 to 25.08.23)

c) No. of Participants

2. How do you rate the overall training course:

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

3. How effective were the training methods:

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

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

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

5. Please give your views regarding following facilities.

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

6. Any other Comments/Suggestions

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

Maximum Points:

Points obtained: _____ (%)


 SAIED AHMED
 Member (Tech)
 C.A.R.F. Dehradun
 Uttarakhand



F02 (QMS-P-04)

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

1. a) Title of the Course

Protection of consumer Interest

b) Duration

2 days. (24th to 25th August 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		✓			
b) Depth of theoretical content	✓				
c) Orientation to Practical Problem	✓				
d) Distribution of time among various components	✓				

3. How effective were the training methods:

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

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

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

5. Please give your views regarding following facilities.

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

6. Any other Comments/Suggestions

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

Maximum Points:

Points obtained: _____ (%)



F02 (QMS-P-04)

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

1. a) Title of the Course "PROTECTION OF CONSUMER INTEREST"
 b) Duration 2 days
 c) No. of Participants

2. How do you rate the overall training course:

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

3. How effective were the training methods:

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

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

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

5. Please give your views regarding following facilities.

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

6. Any other Comments/Suggestions

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

Maximum Points:

Points obtained: _____ (%)



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

F02 (QMS-P-04)

1. a) Title of the Course "Two days for Program on " Protection of Consumer Interest"
 b) Duration 2 days (24th August & 25th August-2023)
 c) No. of Participants 01

2. How do you rate the overall training course:

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

3. How effective were the training methods:

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

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

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

5. Please give your views regarding following facilities.

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

6. Any other Comments/Suggestions

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

Maximum Points:

Points obtained: _____ (%)

(Signature)
25/8/23

(Dr. Dixit)

Technical Member
CARF - WCL
Ahmednagar

Ph. 93 1735 2628
(with stamp)



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

F02 (QMS-P-04)

1. a) Title of the Course Two days long programme "Protection of Consumer Interest"
 b) Duration 2 days (24th August & 25th August 2022)
 c) No. of Participants 01

2. How do you rate the overall training course:

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

3. How effective were the training methods:

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

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

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

5. Please give your views regarding following facilities.

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

6. Any other Comments/Suggestions

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

Maximum Points:

Points obtained: _____ (%)

(Signature)
 25/8/2022
 (Off. Box 17)
 Technical Member
 CARF - WCL
 Ahmednagar
 Dist. 9311352428



F02 (QMS-P-04)

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

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

2. How do you rate the overall training course:

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

3. How effective were the training methods:

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

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

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

5. Please give your views regarding following facilities.

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

6. Any other Comments/Suggestions

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

Maximum Points:

Points obtained: _____ (%)

25/02/2023
Trushwan Singh
Judicial Member
CRF Dehradun
Uttarakhand
Mob. 9413248036



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

F02 (QMS-P-04)

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

2. How do you rate the overall training course:

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

3. How effective were the training methods:

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

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

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

5. Please give your views regarding following facilities.

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

6. Any other Comments/Suggestions

No.

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

Maximum Points:

Points obtained: _____ (%)



F02 (QMS-P-04)

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

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

2. How do you rate the overall training course:

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

3. How effective were the training methods:

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

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

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

5. Please give your views regarding following facilities.

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

6. Any other Comments/Suggestions

Room facility should 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
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4. Quarterly Report
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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.

Consumer's Guide for Electricity Services:

Information on consumer related
rules and regulations

2nd Revised Edition

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:-

1. **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;
 - (l) “**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



67613/2023/FOR - CERC

FORUM OF REGULATORS (FOR)

C/o CENTRAL ELECTRICITY REGULATORY COMMISSION (CERC)

3rd& 4th Floor, Chandernagore 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.

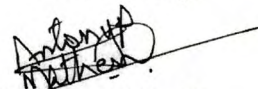
Sir,

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.

Encl.: Eight Copies

Yours sincerely,



(Antony Pellissery Mathew)
Assistant Secretary (FOR)