

## **FIFTY-SIXTH ORIENTATION TRAINING PROGRAMME FOR PRESIDENTS AND MEMBERS OF DISTRICT FORUMS**

**(July 23-28, 2007)**

Fifty-Sixth Orientation Training Programme for the Presidents and Members of the District Forums was organised by the Centre for Consumer Studies of the Indian Institute of Public Administration, New Delhi from July 23-28, 2007. There were twenty one participants in the programme out of thirty seven nominations invited by NCDRC. Participants were from the States of Bihar, Chandigarh, Himachal Pradesh, Haryana and Rajasthan.

The programme started with the introduction and briefing by the Programme Directors. Each participant while introducing him/her provided information about their educational qualification, work experience and working of District Forum. While providing information on the working of the District Forums participants stated about the nature of complaints, total number of pending cases, monthly disposal of cases and generally time taken in the disposal of complaints. In addition, they also shared information about availability of infrastructure facilities and working environment including facilities available to them. Participants in general complained about the lack of uniformity in their honorarium payable and about infrastructure facilities. Programme Directors briefed the participants about the programme particularly the topics proposed to be covered and what is expected from the participants during their stay.

Shri Sanjay Singh, Joint Secretary, DCA delivered the Inaugural Address in the programme. Shri B.S. Baswan, Director, IIPA, New Delhi in his 'Welcome Address' emphasized the need of Consumer Rights Protection with vigor and force in a situation of the growing markets. He underlined the important role

of the District Consumer Forums as envisaged under the Consumer Protection Act, 1986. Shri Sanjay Singh in his inaugural address reminded the participants about the growing markets and its darker side of manipulation and exploitations which impair the consumers' interests and their rights. He provided the international and national perspective of emerging consumer movements for better consumer protection. He cited the guidelines adopted by the United Nations in the year 1985 which are expected to be adopted and implemented by the member countries. He said that the universal emphasis of consumer protection needs to be promoted to discipline the market in the interest of consumers' satisfaction. In this context, he was of the view that the consumer protection agencies have a distinct and positive role to ensure consumer protection. He advised the participants that the procedure to be followed should be simple and not complex and cases need to be decided within the stipulated time frame of 90 days or 150 days as per the requirement of the CPA. He complemented the IIPA for its role in providing Orientation Training Programme for the Presidents and Members of the District Consumer Forums.

The Participants during their visit to the NCDRC observed the proceedings of the National Commission. Hon'ble Justice M. B. Shah, President, NCDRC and Mrs. Rajyalakshmi Rao, Member, NCDRC were kind enough to spare time to meet the participants. Justice Shah clarified a number of legal issues to the participants and took keen interest in answering the queries relating to facilities and other problems in relation to the working of the District Forums in different states. He underlined the importance of fundamental norms of procedure emanating from the concept of Principles of Natural Justice to be observed by the adjudicatory bodies in providing justice to the consumers. Justice Shah advised the participants not to enter into the technicalities –procedural or substantive while deciding consumer complaints. In addition Justice Shah illustrated fine points of law with the help of leading decided cases.

Views/Opinions of the participants on different aspects of the Orientation Programme are analysed and presented below:

**1. Please rate the structure and organisation of the course:**

Very Well structured	Well structured	Somewhat un-structured	Very un-structured
15	6	-	-

**2. How useful is this training to you immediately in your job?**

Very useful	Quite useful	Of limited use	Not at all useful
19	2	-	-

**3. How useful is this training likely to be in the future jobs you may handle?**

Very useful	Quite useful	Of limited use	Not at all useful
18	3	-	-

**4. How far have you been benefited from interaction with the fellow participants in the course?**

Extremely	Considerably	Fairly	Not at all
12	6	3	-

**5. How far was the course material supplied relevant and relate to the course contents?**

Extremely relevant	Considerably relevant	Fairly relevant	Not at all relevant
13	7	1	-

**6. To what extent are you satisfied with the following:**

	<b>Satisfied fully</b>	<b>Satisfied to a large extent</b>	<b>Satisfied to a limited extent</b>	<b>Not satisfied at all</b>	<b>No Comment</b>
a. Reception	13	8	-	-	-
b. Residential accommodation	9	3	5	-	4
c. Food quality and service	6	4	10	1	-
d. Class room facilities	20	1	-	-	-
e. Interaction with the Faculty	14	3	1	-	3
f. Recreation facilities	10	2	3	-	6

## 7. Assessment of Training Faculty:

Sl. No	Topic	Name of Speaker	Assessment				
			Excellent	Very Good	Good	Fair	NC
1.	Briefing & Experience Sharing	S.S.Singh Sapna Chadah	19	-	-	-	2
2.	Consumer Protection Act/ Rules	S.S.Singh Sapna Chadah	17	3	-	-	1
3.	Electricity and Consumer	N. K. Jain	2	4	9	5	1
4.	Quasi Judicial Functions and Natural Justice	S.S.Singh	18	1	1	-	1
5.	Defective Goods under CPA	G. K. Kapoor	10	5	5	-	1
6.	Banking and Consumer	G. K. Kapoor	9	5	5	1	1
7.	Medical Negligence	M. K. Balachandran	10	4	4	-	3
8.	Insurance and Consumer	S. M. Tripathi	9	5	6	-	1
9.	Post, Telegraph and Courier Service	S. K. Pattjoshi	2	6	8	2	3
10.	Judgment Writing	S. S. Singh	19	1	-	-	1
11.	Case Law Discussion	S.S.Singh Sapna Chadah	17	2	1	-	1
12.	Transport and Consumer	S. K. Sharma	10	5	3	-	2
13.	Visit to NCDRC		14	4	2	-	1
14.	Presentation of Judgment	S.S.Singh Sapna Chadah	16	3	1	-	1
15.	Housing and Consumer	Ravindra Bana	9	7	2	-	3
16.	Presentation of Case Law	S.S.Singh Sapna Chadah	14	3	2	-	2
17.	Discussion	S. S. Singh	15	5	-	-	1

**8. Which parts of the Course did you find most helpful?**

<b>Topics</b>	<b>No. of Participants</b>
Medical Negligence	7
Judgment Writing	7
Case law Discussion	6
Insurance	5
Consumer Protection Act/ Rules	3
Defective Goods	3
Transport	2
Banking	2
Presentation of Judgment	1
NCDRC visit	1
Housing	1
Quasi Judicial functions	1
All	1

**9. Which parts of the Course did you find least helpful?**

<b>Topics</b>	<b>No. of Participants</b>
Electricity	5
None	4
Post, telegraph	4
Housing	2
Transport	1

**10. Your overall impression of the Course:**

<b>Excellent</b>	<b>Very Good</b>	<b>Good</b>	<b>Fair</b>	<b>NC</b>
14	6	-	-	1

**11. Did the course give you any specific ideas about how can improve your work?**

Yes	No
21	-

**If yes, can you spell them out briefly?**

- Provided adequate knowledge of Law essential for working as a Member.
- Many legal aspects were clarified by the faculty.
- Learnt how to write effective and precise orders/ judgments.
- It has also contributed in writing brief judgments with proper analysis.
- Latest judgments were discussed.
- The concept of personal accountability of the public officers was clarified.
- Gave idea about the different types of consumer problems regarding different subjects.
- Judgment writing and case law discussions were very useful because of their practical utility.
- All our doubts were removed.

**12. Any other comments/ observations you wish to make about the Course?**

- The course should be repeated every year to give latest knowledge to the members.
- Courses during the Training Programme provided a good guide for the future working.
- Excellent course and good guidance for our future work.

- Bilingual material should be made available- both in English and Hindi.
- Very good course and should be conducted every year.
- Practical discussions and writings must be more.
- Before coming to the course I had the wrong notion that being a lawyer I would not be benefited, however, I found the programme very useful.
- This should be continuous training, OTP followed by Refresher and the Advanced.

We would like to place on record that the practice followed in the Indian Institute of Public Administration is to give due consideration to the views/suggestions of the participants in regard to the course contents and design of the programme at the time of restructuring the training programme. The views/comments of the participants, therefore, will certainly be considered next time.

This report would be incomplete, if we do not record our great appreciation for the sincere services rendered by the Officers and staff of the Administration and Training Sections of the Institute. However, Dr. Naresh Kumar (Registrar), Dr. B. D. Singh (Deputy Registrar, Academic Support) and Mr. Ved Prakash, (Trg Asstt) deserve special mention for their sincerity and commitment.

We would also like to take this opportunity to acknowledge our heartfelt gratitude to Shri B. S. Baswan, Director, IIPA for his guidance, encouragement and pro- active interest. We are also thankful to our colleagues in the Institute for their unstinted support and co-operation but for which the programme could not have been organised in a befitting manner. The credit for success of the programme goes to the entire team. We are also grateful to the Hon'ble President and Members of the National Consumer Disputes Redressal Commission for providing opportunity to the participants to visit the Commission and observe the proceedings of the Commission. Support and guidance of the National Commission in organising the programme deserve



special mention. In this regard efforts and support provided by Shri. H.D.Nautiyal, Deputy Registrar, NCDRC, deserves a special mention and high appreciation. The Secretary, Additional Secretary and Joint-Secretary, Department of Consumer Affairs, of Ministry of Consumer Affairs, Food and Public Distribution, Government of India, deserve special thanks for sponsoring the programme and reposing confidence and trust in the Indian Institute of Public Administration, New Delhi.

**(S. S. Singh)**

**(Sapna Chadah)**

**Course Directors**