

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

**(August 20-24, 2007)**

Fifty-Seventh Orientation Training Programme for the Presidents and Members of the District Consumer Forums was organised by the Centre for Consumer Studies of the Indian Institute of Public Administration, New Delhi from August 20-24, 2007. There were twenty-one participants in the programme out of forty nominations invited by NCDRC to participate in the Training Programme. Participants were from the States of Haryana, Himachal Pradesh, Orissa, Punjab and West Bengal.

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 District Forums participants stated nature of complaint, 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 B. S. Baswan, Director, IIPA, delivered Welcome Speech on this occasion. Shri Baswan in his Welcome Remarks emphasised the importance of Consumer Protection Law and also the quasi-judicial authorities created to provide redressal to the consumer grievances. Highlighting the changing scenario of the market economy he underlined the importance of consumers'

rights protection. In this context, he called upon the Presidents and Members for positive and proactive role of the Consumer Forums. He emphasised the requirements such as independence, impartiality and rationality expected in the performance of the quasi-judicial authorities. He mentioned the evolution of the Consumer Protection Law and Policy in its historical perspective and underlined the importance of rights of the consumers in the context of Consumer Protection Act, 1986 and also in the market scenario.

Shri M. C. Gupta, Formerly Director and Member, Executive Council, IIPA delivered the Inaugural Address on the occasion. He emphasized that the entire consumer movement has taken shape in the last ten years, as the movement has no meaning in an economy of shortages; it becomes significant only in situation when the goods and services are available in plenty. Now-a-days services are available easily, at affordable prices and in case of deficiency the consumers can approach the adjudicatory bodies under the Consumer Protection Act, 1986. In the last 20 years there has been pre eminence of whole lot of regulatory authorities/ commissions which have gained a lot of teeth for the protection of the consumers. The entire gamut of consumer courts, created under the Consumer Protection Act, 1986 has taken firm roots in India. There has been quantum jump in the complaints brought before these bodies, making their need felt. The coverage of these authorities is widening day by day. Consumer movement is becoming stronger gradually. The consumers and customers and their satisfaction are becoming supreme. He advised the participants about the need of expeditious disposal of complaints. He said that as the Presidents and Members your task is to adjudicate and not adjourn the cases before your Forums. Finally, he appreciated the efforts of the Department of Consumer Affairs for reposing trust in IIPA for organising orientation-training programmes for the Presidents and Members of the District Forums. He advised the participants about their expected role as a member of the Consumer Forum and highlighted the need of their involvement in writing orders of the District 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 Dr. P. D. Shenoy, 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 case law. Participants, I should add, were extremely happy after interacting with the Members of the NCDRC.

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:**

<b>Very Well structured</b>	<b>Well structured</b>	<b>Somewhat Un-structured</b>	<b>Very un-structured</b>
16	4	-	-

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

<b>Very useful</b>	<b>Quite useful</b>	<b>Of limited use</b>	<b>Not at all useful</b>
18	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
19	1	-	-

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

Extremely	Considerably	Fairly	Not at all
11	7	2	-

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

Extremely relevant	Considerably relevant	Fairly relevant	Not at all relevant
17	3	1	-

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

	Satisfied fully	Satisfied to a large extent	Satisfied to a limited extent	Not satisfied at all	NC
a. Reception	16	1	1	-	2
b. Residential accommodation	7	4	6	2	1
c. Food quality and service	14	3	3	-	-
d. Class room facilities	17	3	-	-	-
e. Interaction with the Faculty	19	1	-	-	-
f. Recreation facilities	9	2	3	2	4

## 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	16	-	1	-	3
2.	Consumer Protection Act/ Rules	S.S.Singh Sapna Chadah	16	-	-	-	4
3.	Post, telegraph and Courier Services	S. Pattjoshi	8	4	1	-	7
4.	Case Law Discussion	S.S.Singh Sapna Chadah	11	2	3	-	4
5.	Defective Goods under CPA	G. K. Kapoor	13	2	2	-	3
6.	Banking and Consumer	G. K. Kapoor	11	3	1	-	5
7.	Medical Negligence	M. K. Balachandran	16	-	1	-	4
8.	Insurance and Consumer	S. M. Tripathi	8	7	1	-	4
9.	Judgment Writing	S. S. Singh	14	1	2	-	3
10.	Case Law Presentation	S.S.Singh Sapna Chadah	13	1	2	1	3
11.	Electricity and Consumer	N. K. Jain	7	6	3	1	3
12.	Housing and Consumer	Ravindra Bana	9	4	4	-	3
13.	Presentation of Judgment	S.S.Singh Sapna Chadah	13	1	-	2	4
14.	Visit to NCDRC		7	4	2	-	7
15.	Transport and Consumer	S. K. Sharma	7	7	3	-	3

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

<b>Topics</b>	<b>No. of Participants</b>
Judgment writing	10
Medical Negligence	8
Defective Goods	5
Case Law Discussion	5
All	3
Consumer Protection Act/ Rules	3
Electricity and consumer	3
Post, Telegraph and Courier Services	2
NCDRC visit	1
Banking	1
Housing	1

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

<b>Topics</b>	<b>No. of Participants</b>
None	6
Transport and Consumer	4
Presentation of Judgment	2
Housing	2
Medical Negligence	1
Electricity and consumer	1
Case Law Presentation	1

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

<b>Excellent</b>	<b>Very Good</b>	<b>Good</b>	<b>Fair</b>
16	3	1	-

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

Yes	No
20	-

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

- The course gave ideas about judgment writing , Consumer Protection Act/ Rules, Case law discussion and defective goods under CPA.
- The course is very beneficial and will help in improving the day to day functioning.
- Came to know about the different ways in which different forums are giving judgments which will help in writing excellent judgments.
- The concepts and definitions under CPA like consumer, services have been clarified with illustrations and case laws which has enriched the knowledge.
- It has also contributed in writing brief judgments with proper analysis.
- Knowledge about the different Acts relating to different service sectors and provisions under them was provided which will be very helpful in adjudicating the matters.
- Printed material supplied would help in future works.

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

- Satisfied fully during the Training Course.
- Very useful, helpful and enlightening course.
- Sharing the ideas with all was very helpful.

- The training programme for the Presidents and Members of District Forums should be arranged immediately after appointment, straight away after joining the forum.
- It was a great help and should be frequently arranged.
- Eminent persons in different disciplines were called to render their valuable deliberations.
- Audio-visual aids should be used in all cases.
- More such training programmes should be arranged for the Presidents and Members of District Forums.
- The period of training programme should be stretched to fortnight.
- The hostel rooms and infrastructure facilities in the hostel were not up to the mark.
- Refresher training programmes should be arranged for the Presidents and Members of District Forums every year.

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, 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**

