

Three Day Training Programme on “Capacity Development for Researchers in Consumer Protection and Consumer Welfare”

(August 18-20, 2010)



Participants of the Training Programme from August 18-20 2010

The Indian Institute of Public Administration, New Delhi under the Scheme on
“Promoting Involvement of Research Institutions, Universities and Colleges in Consumer

Protection and Consumer Welfare” in collaboration with Netaji Institute for Asian Studies, Kolkata organized a **Three Day Training Programme on “Capacity Development for Researchers in Consumer Protection and Consumer Welfare” from August 18-20, 2010.** The programme was sponsored by the Department of Consumer Affairs, Ministry of Consumer Affairs, Food and Public Distribution, Government of India. 25 participants from various universities and colleges in West Bengal participated in the programme. The objectives of the programme were to: explain the need and importance of Consumer Protection and Welfare; elucidate the basic provisions of the Consumer Protection Act and other legislations having a bearing on Consumer Protection; and clarify basic requirements of qualitative and quantitative research methodology relevant for research in the area of Consumer Protection and Welfare. The basic purpose of the programme was to generate interest in the area among the researchers and to encourage them to take research in various related areas of consumer protection where there exists a gap.

The Programme Directors welcomed the participants and briefed them about the programme objectives, contents the expectations from each participant. A presentation was made regarding the objectives and activities under the consultancy project sponsored by DCA. participants while introducing themselves provided information about their educational qualification, work experience and the areas in which they are presently working.



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Programme Directors Briefing the Participants



**Prof. Suranjnan Das, Director NIAS
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Prof. Suraznjan Das, Director, NIAS and Vice-Chancellor, Calcutta University inaugurated the programme. He welcomed the participants and thanked IIPA and the Department of Consumer Affairs, Gol for sponsoring the programme. He said that Netaji Institute for Asian Studies is an autonomous institute sponsored by Department of Higher Education and is involved in teaching and research in various areas of social sciences. With the

liberalized and globalised economy consumer affairs has also become an important area of social science research and study. In today's world consumer protection is an inalienable right in any country. With economic growth and globalization in India consumer protection needs to be given preference. We all are consumers of goods and services and need to know about the consumer rights and how to protect them. But the people who really need to be educated and informed about the issue are the vulnerable and marginalized sections of the society which include the illiterate, poor, scheduled caste, scheduled tribes, and women. To generate awareness among the masses and to take awareness to the grassroot levels there is need to develop a pool of trainers who are interested and concerned about the problem. The programme meets the twin objective of motivating researchers to take up research in this area

and also to develop trainers who can take the awareness to the masses through involvement of students. There is a need to set research agenda, identify topics in the concerned field and develop a collaborative research where even the students can be associated and involved.

On the occasion Prof. Pranab Banerji, Project Director, Consultancy Project, IIPA presented an overview of the Consultancy Project on “Promoting Involvement of Research Institutions, Universities and Colleges in Consumer Protection and Consumer Welfare” and the various activities conducted under the project. The participants were informed about the scheme in detail. He briefed the participants that the scheme is in two parts – one part is to give grants to the universities/ colleges and research institutions to conduct research in the area of consumer protection and consumer welfare. The other part deals with the capacity building activities among the researches and to disseminate the message among the researchers that grant is available to people interested in the area. This and other activities under the part II of the consultancy are an effort to generate awareness among the underprivileged groups who are not aware about their rights and suffer in silence. This is the area where lacunae exist and we need to know what are the laws and policies for consumer protection.

The programme was divided into two parts-one involving inputs on consumer protection and awareness and the other part on research methodology. Hence there were sessions on various issues of consumer protection as well as on qualitative and quantitative techniques. The sessions were; Introduction to Consumer Protection by Prof. Suresh Misra, IIPA; Consumer Protection Act by Sapna Chadah, IIPA; Women as Consumers: Search for a Feminist Perspective on Consumers’ Welfare by Rajashri Basu; Consumer Education and Awareness by Suresh Misra; Role of Media in Consumer Protection by Snehasish Sur; Research Methods and Design by Prof. Pranab Banerji, IIPA; Quantitative Methods in Research by Prof. Apurba Mukhopadhyay, NIAS; and Quantitative Methods by Prof. Pranab Banerji. One session was devoted for Research in Consumer Affairs where the whole process of selection and evaluation of the projects was discussed in detail. Some suggestions as regards the topics in the area of consumer protection and welfare in which research can be taken up were also highlighted.

Views/Opinions of the participants on different aspects of the Training Programme are analysed and presented below: (Total views of 21 participants)

1. Please rate the structure and organization of the Course.

Very Well structured	Well structured	Somewhat un-structured	Very un-structured
16	5	-	-

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

Very useful	Quite useful	Of limited use	Not at all useful
2	18	1	-

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

Very useful	Quite useful	Of limited use	Not at all useful
4	13	4	-

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

Extremely	Considerably	Fairly	Not at all
7	11	3	-

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

Extremely relevant	Considerably relevant	Fairly relevant	Not at all relevant
13	7	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/NA
a. Reception	21	-	-	-	-
b. Residential accommodation	-	-	-	1	20
c. Food quality and service	18	3	-	-	-
d. Class room Facilities	17	3	-	-	1
e. Interaction with the Faculty	18	3	-	-	-
f. Recreational Facilities	4	-	-	-	17

7. Assessment of Training Faculty/sessions (21 Participants responded)

Sl. No.	Topic	Name of Speaker	Assessment				
			Excellent	Very Good	Good	Fair	NC
1.	Introduction to Consumer Protection	Suresh Misra	14	5	1	-	1

2.	Consumer Protection Act	Sapna Chadah	9	6	5	-	1
3.	Role of Media in Consumer Protection	Snehasish Sur	15	3	2	-	1
4.	Consumer Education & Awareness	Suresh Misra	15	4	1	-	1
5.	Women as Consumers: Search for Feminist Perspective on Consumer's Welfare	Rajashri Basu	9	8	2	1	1
6.	Research Methods & Design	Pranab Banerji	16	2	1	-	2
7.	Qualitative Methods in Research	Apurba Mukhopadhyay	14	5	1	-	1
8.	Quantitative Methods	Pranab Banerji	16	2	-	-	3
9.	Research in Consumer Affairs	Suresh Misra Pranab Banerji Sapna Chadah	12	3	-	1	5

8. Your overall impression of the course

Excellent	Very Good	Good	Fair
15	6	-	-

9. Did

the course give you any specific ideas about how you can improve your work?

Yes	No	NC
21	-	-

- ◆ It provided idea about how to prepare research project and frame research questions.
- ◆ Became aware about Consumer rights and consumer protection.

- ◆ Would be helpful in carrying out my work on medical ethics vis-a-vis consumer protection.
- ◆ Qualitative and quantitative research methodology will help in future research.
- ◆ Gave an idea about how to formulate research design in the area of consumer protection and also helped to understand the importance of consumer protection and welfare.
- ◆ As a consumer learnt the way in which I can protect myself and other consumers in market dominated society.
- ◆ It will certainly help me to spread awareness about consumer rights and at the same time take future research in the area.
- ◆ The course enhanced my awareness as a consumer.
- ◆ Help in formulating research proposals.
- ◆ It gave enormous knowledge as how to design the research, about stratification of data etc.
- ◆ It will increase awareness about consumer rights and protection among my students.
- ◆ The idea of qualitative and quantitative methods will help me in future research particularly on consumer affairs.

10. Any other Comment/ observations you wish to make about the course.

- Awareness programme would also be helpful for the general masses.
- Very good course and should be conducted on regular basis.
- Very helpful for researchers to conduct social science research.
- The research methods were very lucidly dealt.
- The course is quite helpful in increasing awareness of consumers.
- The course made me aware of new research areas.
- The course will help in generating awareness among the students.
- Three day course is not enough atleast week long programme is necessary exploring research methods, research design and previous research work on consumer affairs and related problems.

We would like to place on record the practice followed in the Indian Institute of Public Administration 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, while designing the programme.

The report would be incomplete, if we do not record our appreciation to the Faculty, Officers and staff of Netaji Institute of Asian Studies, Kolkatta for their help. However, Prof. Apurba Mukhopadhyay, and associated staff at NTAS deserve special mention for their support.

We would also like to take this opportunity to acknowledge our gratitude to Dr Rakesh Hooja, Director, IIPA for his guidance and encouragement. 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 Centre for Consumer Studies and reposing confidence and trust in the Indian Institute of Public Administration, New Delhi.

(Suresh Misra)

(Pranab Banerji)

Programme Directors