

**DIRECTORATE OF TRAINING: UNION TERRITORIES CIVIL SERVICES  
GOVERNMENT OF NATIONAL CAPITAL TERRITORY OF DELHI  
Institutional Area, Shahdara, Behind Karkardooma Courts, Shahdara Delhi-110032**

File No F.9/1/10-UTCS/ (TS-V)/5098-5265

Dated: 31/3/11

**CIRCULAR**

The Directorate of Training is entrusted with the basic responsibility of conducting training programmes for various levels of officials/officers in various areas of administration. The Directorate has identified subjects needing awareness about important social, economic, administrative and various other topics. A One day training course on "**General Awareness about Consumer Affairs**" is an important course in the list. The Course shall be held **on 27-05-2011**.

**IMPORTANCE OF THE COURSE**

Rights and protection of the consumer have become an important issue in era of free market economy and liberalization. Awareness of consumer rights helps building up an atmosphere of ethical business tradition and guard against unfair business activities, frauds, misrepresentation etc. The course is designed to create consumer awareness and develop a strong consumer protection movement.

**TARGET BENEFICIARIES OF THE COURSE**

The course has been designed to benefit all lower/middle level functionaries in the Government, its local/autonomous bodies, public sector undertakings. The course would also be beneficial to members of RWA who may play a crucial role in sensitizing people about protection of rights of the consumer. Training Module and learning Unit are enclosed.

**OBJECTIVES OF THE COURSE**

At the end of the course, the participants will be able to:

1. Understand the important provision of the Consumer Protection Act.
2. Understand the rights and responsibilities of the consumer.
3. Understand the consumer grievance redressal mechanism.
4. Understand and know how to protect ones rights as Consumer.

**CONTENTS OF THE COURSE**

1. Basic and history of consumer rights movement.
2. Consumer rights and social & legal responsibility of the business.
3. Consumer Protection Act, 1986
4. Consumer Protection -role of civil society and media.

**METHODS OF THE COURSE**

The Course would be conducted by experts and experienced in the area of Consumer Protection. While the course content would be generally followed, case examples may also be included in some sessions. The course would be interactive and participants will be encouraged to raise questions and get the doubts cleared.

**NUMBER OF PARTICIPANTS OF THE COURSE**

1. The course will have a class strength of 40 participants.
2. The participants will be accepted on first-come-first-serve basis.
3. The applications may be sent latest by **23-05-2011**.

Applications received after 23-05-2011 may not be entertained.

Participants are requested to proceed for training only after receipt of confirmation of participation.

1. Participants are requested to prepare with basic information on the course subject.
2. Participants are requested to bring copies of the latest Departmental/Government circulars/ orders/reports etc., on the course subject, if any available. This would benefit other participants, the Directorate and the course.
3. Participants are requested to observe punctuality and regularity.
4. Participants are requested to keep their mobile phones on silent mode during the training sessions.
5. Participants are requested to complete exercise/questionnaires, if any, distributed by the faculty.
6. Participants are requested to fill up the feedback form.

6. Participants are expected to utilize the knowledge gained from the course in the discharge of their duties.
7. Participants may contact the undersigned for any queries.
8. Contact / correspondence may be made on Phone No. 26110000 or e-mail address- [adtrg5utcs.delhi@nic.in](mailto:adtrg5utcs.delhi@nic.in)

File No F.9/1/1/10-UTCS/(TS-V) 5098 - 5265  
 Copy forwarded to :-

1. All HODs/Local/Autonomous Bodies and State underlining
2. S.O. to the Chief Secretary, Govt. of NCT of Delhi, Delhi
3. E.O. for updating on the website of the Department

### TRAINING MODULE ON GENERAL AWARENESS ABOUT CONSUMER AFFAIRS

Name of the Package of Courses		General Awareness
Duration of the Course		One day (27 <sup>th</sup> Oct. 2010)
Number of Sessions		4 (four)
Training Branch		V
Name of Course Coordinator		Smt. Anita Dayal, Assistant Secretary
<b>Sessions</b>	<b>Duration</b>	<b>Topics</b>
<b>Session - I</b> 10.00 am- 11.15am	75 Min.	Background and history of consumer rights movement
<b>Session - II</b> 11.30 am-12.45 pm.	75 Min.	Consumer rights and social & legal aspects of consumer business
<b>Session - III</b> 01.15 pm-03.00 pm	75 Min.	Consumer Protection Act, 1986
<b>Session - IV</b> 03.15 pm-4.30 pm	75 Min.	Consumer Protection - role of civil society and media