

DIRECTORATE OF TRAINING : UNION TERRITORIES CIVIL SERVICES
GOVERNMENT OF NATIONAL CAPITAL TERRITORY OF DELHI
Institutional Area, Shahdara, Behind Karkardooma Courts, Shahdara Delhi 32
Ph.: 22380646, 22381704 Fax: 22381704

No F.9(1)/2/2012-13/UTCS/TS-V/ 5222-5488

Dated: 06-03-12

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 27-04-2012.

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 RWAs who may play a crucial role in sensitizing people about protection of rights of the consumer. Training Module is enclosed.

OBJECTIVES OF THE COURSE:

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

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

CONTENTS OF THE COURSE:

1. Background 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.

METHODOLOGY OF THE COURSE:

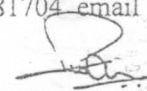
The Course would be conducted by experts and experienced in the area of Consumer Protection. While lecture method would be generally followed, case examples may also be included in some sessions. The Course would be interactive and participants will be encouraged to raise questions and get the doubts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

NOMINATIONS FOR THE COURSE:

1. The Course envisages class strength of 40 participants.
2. Nominations shall be accepted on first-come-first-serve basis.
3. Nomination letter along with bio-data of the participants in the format prescribed (enclosed) may be sent by **16-04-2012**.
4. Nominations received after **16.04.2012** may not be entertained.
5. Outstation participants are requested to proceed for training only after receipt of confirmation of acceptance of nomination.

OTHER INSTRUCTIONS:

1. Participants are expected to come prepared with basic information on the course subject.
2. Participants may bring copies of the latest departmental/Government circulars/ orders/reports etc., relating to the course subject, if any available. This would benefit other participants, the Directorate and also the faculty.
3. Participants are expected to observe punctuality and regularity.
4. Participants are expected to keep their mobile phones on silent mode during the training sessions.
5. Participants are expected to complete exercises/questionnaires, if any, distributed by the faculty during any training session and also fill up the feedback form.
6. Participants are expected to utilize the knowledge gained during the training for efficient discharge of their duties.
7. Participants may contact the undersigned for any information/clarification on training course.
8. Contact / correspondence may be made on Ph.: 22380646, 22381704 Fax: 22381704 email address- - adtrg5utcs.delhi@nic.in or ducts@nic.in



(PRAVIR JAIN)
Assistant Director (Trg.)

No F.9(1)/2/2012-13/UTCS/TS-V/ 53 22 5488

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Copy forwarded to: -

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


(PRAVIR JAIN)
Assistant Director (Trg.)

TRAINING MODULE ON GENERAL AWARENESS ABOUT CONSUMER AFFAIRS

Name of the Package of Courses		General Awareness
Duration of the Course		One day (27-04-2012)
Number of Sessions		4 (four)
Training Branch		V
Name of Course Coordinator		Sh. Pravir Jain, Assistant Director (Trg.)
Sessions	Duration	Tonics
<u>Session - I</u> 10.00 am-11.15am	75 Min.	Background and history of consumer rights movement
Tea		
<u>Session - II</u> 11.30 am-12.45 pm.	75 Min.	Consumer rights and social & legal responsibility of the business
Lunch		
<u>Session - III</u> 01.45 pm-03.00 pm	75 Min.	Consumer Protection Act, 1986
Tea		
<u>Session - IV</u> 03.15 pm-4.30 pm	75 Min.	Consumer Protection - role of civil society and media

The Director,
Dte. of Health Services,
Govt. of NCT of Delhi
F-17, Karkardooma, Delhi-110032