

*Two Days' Residential Training Programme*

**“Protection of Consumer Interest for Officers of CGRF, Ombudsman and Consumer Organizations”**

**Venue: NPTI Corporate Office, Sector-33, Faridabad**

**24-25<sup>th</sup> November, 2010**

<b>Day 1 Wednesday, 24<sup>th</sup> November, 2010</b>	
0900 Hrs. – 1000 Hrs.	Registration
1000 Hrs. – 1045 Hrs.	Inaugural Function: Hon'ble Member, CERC, Director General, NPTI, Principal Director (CAMPS), NPTI,  Inaugural Address by Hon'ble Member, CERC
1045 Hrs. – 1115 Hrs.	High Tea
1115 Hrs. – 1300 Hrs.	Regulatory Framework and Role of Electricity Regulatory Commissions in Enforcing Consumer Care Elements <b>Sh. Alok Kumar, Former Secretary , CERC</b>
1300 Hrs. – 1400 Hrs.	Lunch Break
1400 Hrs. – 1530 Hrs.	Standards of Performance for a Distribution Utility -by Mr. Palaniappan M, ABPS
1530 Hrs. – 1545 Hrs.	Tea Break
1545 Hrs. – 1700 Hrs.	Maharashtra Electricity Regulatory Commission (Electricity Supply Code and Other Conditions of Supply) Regulations, 2005 - Mr. Palaniappan M, ABPS

**Day 2 Thursday, 25<sup>th</sup> November, 2010**

1000 Hrs. - 1130 Hrs.	Procedure for Handling Consumer Complaints - A Model Mechanism by <b>Shri VK Khanna, Ombudsman</b>
1130 Hrs. - 1145 Hrs.	Tea Break
1145 Hrs. - 1300 Hrs.	Institutionalizing Consumer Advocacy, the possible Options and Strategies for consumer education, empowerment and funding - Dr.Ashok Pendse, Director, Precise Electricals Ltd.
1300 Hrs. - 1400 Hrs.	Lunch Break
1400 Hrs. - 1530 Hrs.	Technology Interventions to Improve Customer Care Practices - by a Utility <b>Mr.Arunabha Basu, Head Technology,NDPL,</b>
1530 Hrs. - 1545 Hrs.	Tea Break
1545 Hrs. - 1700 Hrs.	Model Regulations for Protection of Consumer Interest (Consumer Grievance Redressal Forum, Ombudsman and Consumer Advocacy Regulations)- <b>Sh. Vivek Sharma, CRISIL,</b>
1600 Hrs.	Wrap-up Session Valedictory function and distribution of certificates by NPTI