

Grassroots Reachout and Networking in Rajasthan through Consumer Action
GRANIRCA

Detailed Report on
District Level Training Workshop
Year 2010



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1 Background

Consumer Unity & Trust Society (CUTS) is pursuing social justice and economic equity within and across borders. CUTS serves on several policy-making bodies of the Government of India. CUTS was responsible for the enactment and strengthening of the dynamic *Consumer Protection Act (COPRA)*, 1986 the likes of which has not been seen anywhere in the world. It developed a draft *National Consumer Policy* at the request of the Ministry of Consumer Affairs (MoCA), Government of India (GoI).

Continuing with the interventions in the area of consumer education and protection, CUTS signed a Memorandum of Understanding with the MoCA, Food and Public Distribution, GoI, to implement a unique project, entitled GRANIRCA, on January 08, 2010, which will build a strong consumer movement at the grassroots by equipping consumer activists with skills and creating a networking of zealous grassroots activists through intensive training, capacity building and orientation programmes on relevant consumer protection issues. The project is implemented in 12 districts of Rajasthan, representing all five zones.

The first phase of Public Interface Meetings (PIMs) were conducted in 12 districts of Rajasthan to propagate the rights and responsibilities of consumers at the grassroots and initiate a dialogue with the people, in between the people and redressal agencies and among buyers and sellers;. These meetings generated curiosity and demand among the mass for exposure and acquaintance with the process and procedures to approach existing appropriate authority for redressal of grievances, which becomes the ground for *District Level Training Workshops (DLTWs)*.

Activities proposed in the project would be conducted in the next two years in the projected 12 districts, starting from districtsto *Panchayats*.

2 Introduction

The COPRA, 1986, has come as a panacea for consumers all over the country and assumed the shape of the most important legislation enacted in the country during the last few decades. It has become a vehicle for enabling people to secure speedy and inexpensive redressal of their grievances.

Despite various measures taken by the government and several consumer organisations working on the issue, majority of Indian consumers are still not aware of the provisions of the COPRA, 1986, and its implementation mechanisms.

As per the survey report commissioned by the Comptroller and Auditor General (CAG), a whopping 78 percent consumers feel the government is not making efforts for safeguarding consumer rights, leaving the consumers to grapple with "market forces" at a time when increase in prices of commodities, arbitrary profit margins and delays in redressing consumers' grievances have become the order of the day. Consumers spend as much as 82 percent on lawyers' fees in consumer courts, defeating the very purpose for which the COPRA was enacted.

Most of the consumers are not aware that they can represent themselves in consumer courts through a simple complaint. The recently conducted survey in 12 districts shows that very few (less than three percent) complaints are represented by consumers themselves, without engaging any advocate. Amendments in the Act are promoting engagement of advocates, making the process complicated.

Therefore, it necessary to build a strong consumer movement at the grassroots by equipping the consumer activists with knowledge and skills through intensive training, capacity building and orientation programmes on consumer protection issues, to create an enabling environment at the grassroots.

2.1 Objectives

- Understanding the consumer protection issues and status of redressal mechanisms and awareness generation among the common consumers, especially in rural areas;
- Building up of a large group of aware and literate grassroots activists, who, in turn, can mobilise and assist illiterate and helpless consumers to access consumer justice and uphold their rights;
- Creating a vibrant network of small consumer organisations, groups and interested individuals, extending down to the block level;
- Enhancing the capacity of identified CSOs to handle emerging and relevant consumer issues woven around basic needs, ensuring improvement in service delivery and playing the "watchdog" role in their respective districts; and
- Building blocks for strengthening and sustaining consumer movement at the grassroots.

2.2 Clientele Group

- a. State Key Resource Persons
- b. Retired and present officials from line department
- c. Advocates
- d. Present and past elected representatives belonging to *Panchayats, Nagar Parishad* and *Zila Parishad*
- e. Activists working on the consumer protection issues
- f. Common consumer/people.

2.3 **Duration:** Two days

2.4 **No of Participants:** Average 35

2.5 Methodology

- a. Lecture cum discussion
- b. Group exercises
- c. Case studies
- d. Panel Discussion
- e. Demonstration
- f. Practice
- g. Role-play
- h. Mock exercises
- i. Brainstorming group exercises presentations

2.6 Reading Material

Programme guidelines, reference material, hands on experience and practice sessions.

2.7. **Resource Persons:** Apart from GRANIRCA team members (Deepak Saxena, Amarjeet Singh, Arjun Kant Jha & Nikita Shrivastava), CUTS also availed the services of locally available subject experts along with District Partner.

3.Proceedings

3.1 Overview of the Project

The main purpose of the training workshops were to create an enabling and comfortable atmosphere for the participants to interact without any hesitation; and make them aware of the process, which is taking place in 12 districts of Rajasthan.



Lack of consumers' access to adequate information, improper understanding about the redressal mechanism/procedure as well as other socio-economic vulnerabilities of consumers are the reasons that, despite unique and very progressive laws for consumer protection, consumers are still

struggling to get justice.

To address the problem, CUTS has implemented GRANIRCA project to enhance strong consumer movement at the grassroots in seven divisions of the State by ensuring an enabling environment for protecting consumer's interests, which will, in turn, contribute towards national interest. The duration of the period is of three years, i.e. from January 2010-December 2012.

3.2 Brief History of Consumer Movement

The main objective of the session was to orient about the concept and scenario of consumer movement around the world; and equip the participants with appropriate tools and techniques to be applied and/or adopted for attitudinal behavioural and communication skills for consumer rights.

In the workshop the topic of Brief History of Consumer Movement was discussed:

⇒ Consumer Protection in Ancient India: India has an ancient history of consumer protection.

⇒ Initial Stage: Consumer Co-operatives: The modern history of present form.

⇒ Birth of Consumer Organisations: Consumer movement in the present form came into being only in the 1930's in the West and only in the 60's in India.



- ⇒ Emergence of Consumer Movement: International Scenario which contains the following:
- The National Consumers' League Organisation was designed to promote better conditions among workers, by encouraging purchase of articles made and sold under improved working conditions. The movement started in England in 1890 and in the US the group was founded in 1899 by Florence Kelley and her followers.
 - Consumer activism revived in the late 1960s. John F Kennedy gave four Consumer Rights in 'Bill for Rights' on March 15, 1962. Hence, March 15 is celebrated as World Consumer's Rights Day (WCRD).
 - In 1970, American lawyer, Ralph Nader, founded numerous consumer groups, nicknamed "Nader's Raiders".
 - The formation of the Consumer Federation of America (1968), the Occupational Safety and Health Administration (1970), and the Consumer Product Safety Commission (1972) attested to the movement's success.
 - The United Nations adopted the Guidelines for Consumer Protection (seven Rights) in April 1985 and added one right later in the year 1999.

3.3 Introduction to Consumer Protection Act, 1986

This session oriented the participants about different aspects, nature and outreach of the Consumer Protection Act (COPRA), 1986.

- ⇒ The topic was pre scenario of consumer law and to get relief under those laws, the legal process was very complicated, expensive, time-consuming and lengthy.
- ⇒ Post era to protect the interests of consumers and provide speedy and simple redressal to consumer disputes, the COPRA, 1986, was enacted. Participants were told about the important features of the COPRA such as simple procedure; no need of advocate; inexpensive to complainant; time bound proceeding; quasi-judicial; prevention of misuse; and consumer protection and welfare provisions.
- ⇒ About COPRA which applies to all goods and services, unless specifically exempted by the Central Government. It covers all sectors - private, public and co-operative. The provisions of the Act are compensatory in nature. It



provides adjudication authorities, which are simple, speedy and less expensive. It also provides for consumer protection councils at the national, state and district levels. The provisions of this Act are in addition to, and not in derogation of, the provisions of any other law for the time being in force.

- ⇒ The Competition Act, 2002 (as amended in 2007) is a comprehensive legislation, deals with matters of competition and monopolies. The Act established a regulatory authority, i.e. a Competition Commission for the implementation of the Competition Act.
- ⇒ **Definition of Key Phrases:** Under this topic the definition was shared with the participants on consumer, deficiency, restrictive trade practice, unfair trade practice.

3.4 Grievance Redressal Mechanism under Consumer Protection Act

The participants were provided the conceptual and theoretical base for micro-



level planning for putting forward the grievances and agony in a legalised method. It was ensured that participants should be backed by proper information, guidance and skills in adopting and applying grievance redressal mechanism at micro-level. The

main purpose of this session was to develop a cadre of activists' networks and partnerships who can further carry forward the lessons learned and also strengthen consumer's rights; make the participants acquainted of the procedures and process of nearest redressal forum; and assist the adoption and implementation of an integrated approach to social policy, programmes and services.

Topics are as under:

- ⇒ Description of a 'consumer'
- ⇒ Who can file the complaint in consumer forum?
- ⇒ Where to approach?
- ⇒ Time limit for filing of complaints under different circumstance
- ⇒ Time limit for appeal
- ⇒ Relief available to consumers in present scenario
- ⇒ Precautions to be taken by consumers (before, during and after purchase)

- ⇒ Procedure for writing a complaint for submitting at district consumer forum
- ⇒ Fee levied for filing a complaint
- ⇒ Evidences/ documents to be annexed with complaints

Participants shared their experiences and raised queries, which were suitably answered and resolved.

3.5 Some Other Consumer Issues

Misleading Advertisement

The main objective of the session was to ensure protection of consumer rights and interest by way of making participants aware of misleading advertisements; and draw the attention of grassroots consumers about the emotional and psychological attract made by advertisement agency.

Topics are as under:

- ⇒ Forms/nature of advertisements (psychological and emotional and print and electronic)
- ⇒ Difference between a promotional and misleading advertising
- ⇒ Self-regulation by the *Advertising Standards Council of India*
- ⇒ Laws, regulations and codes that deal with advertisement which are anti-consumer
- ⇒ Misleading advertisements and regulators



Standards of Goods and Services

The main aim was to generate consumer awareness on large scale about basic aspects such as maximum retail price (MRP), hallmarking of gold jewellery, Indian Standard Institute (ISI) mark on products and expiry dates.

Topics are as under:

- ⇒ Use of proper and accurate standards, weights and measures
- ⇒ Role in effective functioning of any economy, as it plays an indispensable role in promoting welfare of consumers
- ⇒ Protection of consumers is accomplished by setting minimum quality specifications and safety standards for both goods and services as well as by establishing mechanisms to redress their grievances
- ⇒ Trade marks available ensuring standards of goods
- ⇒ Legislations enacted to ensure consumer protection are: Standards of Weights and Measures Act, 1976; Standards of Weights and Measures (Enforcement) Act 1985; Standards of Weights and Measures (General) Rules 1987; and Standards of Weights and Measures (Packaged commodities) Rules, 1977



3.6 Second Generation Issues

The aim was to make consumers aware of issues in various sectors such as telecom, financial sectors, insurance and medicines.

Participants feedback on the issues are as under:

1. Mobile is a common item among the participants. The discussion on telecom began with general problems being faced by a common man. Participants told that most of the time telecom companies avoid complaints call, or the number provided for consumer care does not exist and without any information, charges in name of various services are levied upon them.
2. On issues of insurance, delay in releasing the amount and non-compliance of assured services were the main issues as an outcome of discussion on financial aspects.
3. At majority of places, participants were dissatisfied by the services of electricity department. Maximum grievances were related with overcharging, non-functioning of electricity meters and delay in rectifying the electricity related problems.
4. Participants showed their inability and dependency on doctors on health and medicinal issues.

Therefore, the information shared with the participants on the above mentioned issues are:

- ⇒ Precautionary measures/steps while dealing with banking and telecom sector
- ⇒ Name and address of the nearest appellate authority to be contracted for grievances
- ⇒ Process to be followed while submitting the complaints
- ⇒ Format/content of a complaint
- ⇒ Information about discoms in Rajasthan have started holding 'Electricity Choupals'

3.7 Use of RTI as Grievance Redressal Tool

The main aim was to provide other options to redress consumer grievances. Most of the people were aware of the Right to Information (RTI) Act but they do not know *modus-operandi*. Thus, taking the opportunity to curb anti-consumer behaviour of government departments, information related to RTI was shared with the participants. Topic are as under:

- ⇒ Which rights are available under RTI Act 2005?
- ⇒ Who is covered under RTI?
- ⇒ Can a Public Information Officer (PIO) refuse to give information?
- ⇒ Can access be denied to file noting?
- ⇒ How to use RTI?
- ⇒ Where to submit an RTI application?
- ⇒ Is there any fee? What is the procedure of depositing it?
- ⇒ Is there an application form for seeking information?

4. Future Strategies

The project team disclosed the upcoming second round of Public Interface Meetings to be held in the project districts and also requested the participants to suggest name of blocks for conducting such events.

Participants were also told about the existence of Complaints Handling, Information and Advisory Services (CHIAS) in their respective districts at the premises of district partners' office to get support and guidance on consumer issues. Also, information related to upcoming district level training programme was given, so that interested participants may contact district partners.

5. Other Activities Accomplished

5.1 Simulation Exercise I

5.1.1 Frequently Occurring Consumer Problems

There are many such problems, which are often being faced by the consumers at large. Some of these have been derived through the group exercise conducted among the participants in each of 12 DLTWs.

Problems Related to Electricity

- Defective and closed meters are not changed in time, which results in heavy payments of bills by consumers calculated on an average basis
- Frequent voltage fluctuations resulting in burning of electronic appliances
- Electricity bill coming more than the actual consumption
- Delay in giving the new connection despite of depositing the requisite amount
- Excessive power cuts



Problems Related to Medical and Health

- Patients in government hospitals are not getting medicines nor proper treatment despite of the fact that all the government sponsored hospitals are run through medical relief societies
- Doctors are not prescribing the generic brand medicines
- Testing prescribed by doctors is being recommended to the patients to be conducted at the pathological labs of their choice
- No confined or set fee structure at the private hospitals or clinics
- Medical shops often avoid giving proper bills and even if they give, then charges `2-5 extra of the total amount to be paid

Problems Relating to Education

- No set fee structure in private schools
- Nexus or tied selling is a problem, which pressurised students to purchase



books or uniforms from a particular store as instructed by the school authorities. The books sold to them are over labelled with a sticker

Problems Related to Petrol Pumps

- No proper billing system at pumps
- Consumers are forced to

buy costly petrol by the name of extra mileage

- Sometimes measuring less

Problems Related to LPG Cylinders

- Forcing consumers to *buy gas stove along with the new connection*
- 21 days binding on consumers for booking cylinders
- Less quantity of gas in cylinders and leakage problems



Problems Related to Banks and Other Financial Services

- Delay in clearance of cheques by banks
- Charging extra for cheque books
- Problems related to opening of new accounts

Other General Problems

- Unclear and misleading schemes of mobile companies
- Overcharging by mobile companies
- Billing despite phone disconnected
- Charging above MRP by shopkeepers
- No transparency in toll tax charging
- Problem of billing in rural areas
- No proper weights and measures in rural areas and these are visible in urban areas especially with vegetable hawkers
- Adulteration problems in eatables
- Seats not available in buses for women despite having reservations for them
- No proper billing for purchase of items like silver, gold or kerosene etc.
- Bills coming despite insufficient water supply
- No water sewerage system in rural areas, which results in logging and ultimately causing pollution
- No specifications on cosmetic products
- Items available through rationing are not available to citizens
- Payment in National Rural Employment Guarantee Act (NREGA) related problems and minimum wages

5.1.2. Simulation Exercise II

In another simulation exercise, participants in each of the DLTWs were asked to work in groups and prepare a draft complaint application as per the format to be submitted to District Forum of their respective territory.

The groups were simultaneously given two subjects, which was for both goods and services as per the definition of consumers. Then the leader of the group was asked to read out the application draft, which was corrected there itself, if found anything incorrect.

6. Highlights

- i. Officials from various departments actively participated in the programme and provided the contact information for registering grievances
- ii. Participants, especially women and youth, were active and sincere towards the workshop
- iii. By end of the workshop, participants were confident enough to come forward
- iv. Programmes were well-managed

7. Feedback

- i. Continuity of such programmes with short duration and specific issue-based information to avoid stress of over burden of information
- ii. Expansion of consumer forum at sub-district level so that overburdened district consumer forum may work smoothly
- iii. Incorporating the local governance in the movement

8. Outcome

- a. Increase in number of people having capacity, skill and knowledge to support consumer rights in project districts
- b. Build a network of similar motive people belonging to different aspect, which will further be supporting the consumer movement

Annexure - I

Table 1: Programme Date & Venue			
S. No.	Date	District	Venue
1.	August 10-11, 2010	Alwar	Hotel Saroop Vilas Palace
2.	August 10-11, 2010	Dholpur	Gogna Utsav Garden
3.	August 17-18, 2010	Kota	Kala Dirgha, Rajasthan Lalit Kala Academy
4.	August 19-20, 2010	Tonk	Zila Parishad
5.	August 31-September 01, 2010	Jodhpur	Bhatti Memorial Hall, Mandor Road
6.	August 31-September 01, 2010	Churu	Hotel Natraj
7.	September 03-04, 2010	Jalore	Jalandharnath Dharamshala
8.	September 03-04, 2010	Sikar	Suchana Kendra Meeting Hall
9.	September 06-07, 2010	Dausa	Madhuvan Hotel
10.	September 06-07, 2010	Chittorgarh	CUTS CHD premises
11.	September 09-10, 2010	Bundi	Government Law College
12.	September 09-10, 2010	Banswara	Wagad Vikas Sansthan premises

Annexure - II

Table 2: Representations			
S. No.	Date	Number of Participation	Media
1.	Alwar	39	3 Print Media and 2 Electronic
2.	Dholpur	49	2 Print Media
3.	Kota	83	5 Print Media and 1 Electronic
4.	Tonk	48	2 Print Media
5.	Jodhpur	50	4 Print Media
6.	Churu	87	2 Print Media
7.	Jalore	43	3 Print Media
8.	Sikar	85	1 Print Media
9.	Dausa	84	3 Print Media
10.	Chittorgarh	39	3 Print Media
11.	Bundi	66	4 Print Media
12.	Banswara	51	2 Print Media

Annexure - III

Table 3: Resource Persons Participation		
S No.	Date	Name & Designation of Resource Person
1.	Alwar	Shashi Tiwari, Ex-Member, Consumer Forum, Alwar Santosh Bhargawa, Secretary, Award Sansthan, Alwar
2.	Dholpur	Ashok K Saxena, Chairman, Consumer Forum, Dholpur Yadhunath Sharma, Member, Consumer Forum, Dholpur Alka Yadav, Member, Consumer Forum, Dholpur Mukesh Garg, Additional District Programme Co-ordinator, SSA, Dholpur Bhartendra Sharma, President, <i>Akhil Bhartiya Grahak Panchayat</i> , Dholpur
3.	Kota	Rambahdur Kulshreshta, Member, District Consumer Forum, Kota Rajukmar Jain, Member, District Consumer Forum, Kota
4.	Tonk	Rajendra Singh Gurjar, Deputy Director ICDS, Tonk Bhawar Lal Bairwa, CPO, Tonk Onkar Mal, Senior Manager, <i>Jila Udhyog Kendra</i> , Tonk
5.	Jodhpur	Dharmendra Dubey, District IEC Coordinator, National Rural Health Mission (NRHM), Jodhpur Resham Balaji, Member, District Consumer Forum, Jodhpur Daulat Ram Prajapati, District Co-ordinator, Aid et Action, Jodhpur
6.	Churu	Giriraj Gupta, Chairman, District Consumer Forum, Churu Harlal Poonia, DSO, Churu Ranjeet, <i>Pradhan</i> , Churu Deepak Kapila, CDPO
7.	Jalore	Paliwal, Enforcement Inspector, DSO Office, Jalore R K Sethia, Weights & Measures Inspector, Jalore Madan Raj Bohra, Member, <i>Jila Udhog Committee</i> , Jalore
8.	Sikar	J D Saini (Retd.) Joint Deputy Director, College Education, Sikar Indira Choudhary, Member, District Consumer Forum, Sikar Ramchandra Nehra, Retd. XEN, PWD, Sikar R K Bagadia, Assistant Manager, <i>Jila Upbhokta Kendra</i> , Sikar
9.	Dausa	Mahesh Narain Sharma, DSO, Dausa Rajkumar Jaiswal, Chairman, Nagar Palika, Dausa Shanti Devi Gurjar, Pradhan, Dausa Udai Chand Bharupal, President, Consumer Forum, Dausa Sudheer Jain, Secretary, Bar Council, Jodhpur Pushpa Devi, Member, Consumer Forum, Dausa Rajkumar Jain, DSO, Dausa Ramji Lal Gupta, Development Officer, LIC Dausa Varun Nagar, Ex. Member, <i>Lok Adalat</i> , Dausa Satya Narain Sharma, Senior Advocate, Dausa Ram Dayal Sharma, Public Prosecutor, Dausa
10	Chittorgarh	Shyam Sunder Sharma, DSO, Chittorgarh Gangadhar Solanki, Chairman, <i>Upbhokta Maha Sangh</i> , Chittorgarh Rajneesh Pitalia, Advocate, Chittorgarh
11	Bundi	Chiranjilal Daima, ADM, Bundi

		<p>Meenu Sharma, former Member, Consumer Forum, Bundi Onkar Singh Kavya, DSO, Bundi Hukum Chand Bhandari, Social Activist Rajkumar Dhadhich, Chairman, <i>Kishore Nayay Manch</i> Rajkumar Mathur, Advocate</p>
12	Banswara	<p>Reham Malviaya, <i>Jila Pramukh</i>, Banswara Archana Dave, Member, District Consumer Forum, Banswara Ajit, former Member, DCF, Banswara</p>

Annexure - IV

Table 4: Programme Agenda		
DAY ONE		
10:30 AM – 10:45 AM	Registration and Welcome	District Partner
10:45 AM – 11:00 AM	Overview of the Project and Objective of Training Workshop	District Partner
11:00 AM – 11:45 AM	Brief History of Consumer Movement <ul style="list-style-type: none"> • Consumerism: Conceptual Consideration • Basic Factors Responsible for Promoting Consumer Protection Legislation 	GRANIRCA Team
11:45 AM – 12:30 PM	Introduction to Consumer Protection Act, 1986 <ul style="list-style-type: none"> • Some Reflections - Consumer Rights enshrined under the Act 	GRANIRCA Team and/or Resource Person/Guest Speaker
12:30 PM – 01:00PM	Definition of Key Phrases: Consumer, Defect, Deficiency, Unfair Trade Practices and Restrictive Trade Practices	GRANIRCA Team and/or Resource Person/Guest Speaker
<i>Open Session and Tea Break</i>		
01:30 PM – 02:45 PM	Grievance Redressal Mechanism under Consumer Protection Act <ul style="list-style-type: none"> • Who is a Complainant? • What Constitutes a Complaint? • Where to Complain (<i>jurisdiction of forum, place of filing complaint</i>) • Time Limits (<i>to file complaint, to dispose of complaint and for appeal</i>) 	GRANIRCA Team and/or Resource Person/Guest Speaker
<i>Lunch Break</i>		
03:30 PM – 04:15 PM	<ul style="list-style-type: none"> • How to Complain (<i>procedures, fee and drafting</i>) • Relief Available to Consumers • Compliance of Orders • Precautions to Be Taken by Consumers (before, during and after purchase) 	GRANIRCA Team
04: 45 PM – 05:45 PM	Tea and Simulation Exercise	GRANIRCA Team
DAY TWO		
09:30 AM – 10:00 AM	RECAP SESSION	Participants
10:00 AM – 11:30 AM	Some Consumer Issues <ul style="list-style-type: none"> • Misleading Advertisements • Standards of Goods and Services Second Generation Consumer Issues <ul style="list-style-type: none"> • Telecom Services, Electricity Services • Banking/Financial Services, Insurance Sector • Medical Profession 	GRANIRCA Team
<i>Open Session and Tea Break</i>		
12:00 PM – 02:30PM	Open Discussion, Some Burning Consumer Issues, Feedback, Question & Queries and Suggestions	GRANIRCA Team, District Partners and Participants
<i>Lunch</i>		
03:00PM – 04:00 PM	Use of RTI as grievance redressal tool	GRANIRCA Team

Annexure V

दौसा में डिजिटल प्रशिक्षण कार्यशाला में मंचासीन अधीनस्थ।

जागरूकता जरूरी

दौसा [का.स.] कट्स व केवी मेमोरियल वेलफेयर सोसायटी दौसा के तत्वावधान में दो दिवसीय प्रेरितिका योजना का शिविर कहा कि को शोषण अवसर र

उपभोक्ता कार्यशाला का उद्घाटन

उपभोक्ता कार्यशाला का उद्घाटन

उपभोक्ता प्रशिक्षण शिविर सम्पन्न

दो दिवसीय जिलास्तरीय प्रशिक्षण कार्यशाला आयोजित

उपभोक्ता अपनी शिकायत के साथ पूर्ण दस्तावेज लेकर आवें : बारूल

श्री. सोमवार को आयोजित उपभोक्ता कार्यशाला में उपस्थित लोग।

उपभोक्ता कानूनों की जानकारी दी

कार्यालय संवाददाता- कोटा, 17 अगस्त। कल्याण मूनिरो द्वारा आयोजित (कट्स) एवं आवासयुक्त प्रशिक्षण संस्थान के सहित संस्थान में दो दिवसीय जिलास्तरीय प्रशिक्षण कार्यशाला का आयोजन करन किया, में विभागा का था है।

एक प्रशिक्षण कार्यक्रम का अंश में राहुल शर्मा के अध्यक्षता में आयोजित की उपभोक्ता प्रशिक्षण कार्यशाला का आयोजन किया गया।

कार्यक्रम में कल्याण मूनिरो के अध्यक्षता में आयोजित प्रशिक्षण कार्यशाला का आयोजन किया गया।

उपभोक्ता अपने अधिकारों के प्रति जागरूक रहें

कार्यालय संवाददाता, दौसा एवं संरक्षण के लिए बेहद कारण साबित हो रहे हैं। इसका उपयोग

जिला स्तरीय प्रशिक्षण कार्यक्रम

10-11 अगस्त, 2010, अलवर

उपभोक्ता जागरूकता प्रशिक्षण कार्यक्रम शुरू

उपभोक्ता हितों के लिए जागरूकता जरूरी

दो दिवसीय आवासीय प्रशिक्षण शुरू

अलवर | शुभम महिला प्रशिक्षण संस्थान की ओर से होटल स्वरूप विलास में दो दिवसीय प्रशिक्षण कार्यक्रम मंगलवार से शुरू हुआ। संस्था की संरचना

बढ़ाए जाने पर बल दिया। कार्यशाला में जिला रसद अधिकारी हरखाल सिंह ने खाद्य पदार्थों में मिलावट किए जाने की गंभीर अपराध बताते हुए कहा कि भारत सरकार की ओर से मिलावट करने वालों के लिए कठोर दंड का प्रावधान किया जाएगा। संस्थान के प्रदीप पुनिया ने विचारधारा कि-उन्होंने कहा कि जो उपभोक्ता जागरूक होता है, उसे किसी प्रकार को फरेकी का सामना नहीं करना पड़ता। न्यायपाल उपभोक्ता मंच संस्थान के अध्यक्ष विधीराज गुला ने मंच के जरिए से उपभोक्ताओं के हितों की रक्षा किए जाने के साथ ही उनको राहत भी प्रदान की जाती है। उनको के कार्यक्रम अधिकारी दीपक

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ब्यूरो टाइम्स

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संयोजक: डॉ. राजेश कुमार, अलवर। भारत सरकार के उपभोक्ता मामले विभाग, खाद्य एवं सार्वजनिक वितरण मंत्रालय की ग्रासरूट रीच आउट एण्ड नेटवर्किंग इन राजस्थान थू कन्स्यूमर एक्शन परियोजना तर्गत जयपुर की कटस-कार्ट की पार्टनर संस्था शुभम महिला प्रशिक्षण संस्थान की ओर से दो दिवसीय जिला स्तरीय प्रशिक्षण कार्यशाला 10 व 11 अगस्त को प्रातः 10.30 स्वरूप विलास होटल में आयोजित की जाएगी।

मुख्य: एक रूपया

सेवादाय के प्रदेश राजलक्ष्मी खान ने न को जन जन तक ध्यान किया। महिला दस विभाग की श्री शर्मा ने कहा कि ला में मिले प्रशिक्षण इतना जागृति में करें। नें उपभोक्ताओं के लक्ष्यी है।