

NATIONAL JUDICIAL ACADEMY

SE-12: National Seminar for Presidents/Members of the District Consumer Forum

10th – 11th March, 2017

Programme Coordinator : Mr. Rahul I. Sonawane, Research Fellow, NJA, Bhopal.

No. of Participants : 24

No. of forms received : 24

I. OVERALL				
PROPOSITIONS	To a great extent	To some extent	Not at all	Remarks
a. The objective of the Program was clear to me	83.33	16.67	-	-
b. The subject matter of the program is useful and relevant to my work	87.50	12.50	-	-
c. Overall, I got benefited from attending this program	73.91	26.09	-	-
d. I will use the new learning, skills, ideas and knowledge in my work	75.00	25.00	-	-
e. Adequate time and opportunity was provided to participants to share experiences	75.00	25.00	-	-
II. KNOWLEDGE				
PROPOSITIONS	To a great extent	To some extent	Not at all	Remarks
The program provided knowledge (or provided links / references to knowledge) which is:				
a. Useful to my work	83.33	16.67	-	-
b. Comprehensive (relevant case laws, national laws, leading text / articles / comments by jurists)	75.00	25.00	-	-
c. Up to date	54.17	45.83	-	-
d. Related to Constitutional Vision of Justice	58.33	41.67	-	-

e. Related to International Legal Norms	26.09	69.57	4.35	-
III. STRUCTURE OF THE PROGRAM				
PROPOSITIONS	Good	Satisfactory	Unsatisfactory	Remarks
a. The structure and sequence of the program was logical	83.33	16.67	-	-
b. The program was an adequate combination of the following methodologies viz.				
(i) Group discussion cleared many doubts	57.14	38.10	4.76	-
(ii) Case studies were relevant	75.00	25.00	-	
(iii) Interactive sessions were fruitful	70.83	29.17	-	-
(iv) Audio Visual Aids were beneficial	65.22	34.78	-	-
<i>(To be modified as per the sessions planned)</i>				
IV SESSIONS WISE VETTING				
Parameters				
Session	Discussions in individual sessions were effectively organized		The Session theme was adequately addressed by the Resource Persons	
	Effective and Useful	Satisfactory	Effective and useful	satisfactory
1	83.33	16.67	82.35	17.65
2	91.30	8.70	86.67	13.33
3	90.91	9.09	85.71	14.29
4	77.27	22.73	85.71	14.29
5	80.95	19.05	78.57	21.43
V. PROGRAM MATERIALS				
PROPOSITIONS	To a great extent	To some extent	Not at all	Remarks
a. The Program material is useful and relevant	83.33	16.67	-	-
b. The content was updated. It reflected recent case laws/ current thinking/ research/	79.17	20.83	-	-

policy in the discussed area				
c. The content was organized and easy to follow	87.50	12.50	-	-

VIII. GENERAL SUGGESTIONS	
a. Three most important learning achievements of this Programme	<ol style="list-style-type: none"> 1. Knowledge updated. Case law discussed. The concepts of all subjects are cleared. 2. Participant did not comment. 3. As I am a new member everything learned here is very useful. 4. Programme was important on all aspects and for achievements of knowledge for justice system. 5. Resource Persons were experts in their field. The selection of subjects was apt. Participants were able to clear their points. 6. Latest laws were discussed and very effective. 7. Learnt about latest law by way of latest rulings. Learnt about evaluation of quantum of compensation. Learnt about medical negligence on various aspects. 8. Participant did not comment. 9. Knowledge enlightenment and queries satisfied. 10. Latest law. Latest ruling. Practical aspects. 11. Overview. 12. Sensitized in my working as member consumer forum. 13. We can use the case laws and profound knowledge shared by the eminent speakers in our judgements. 14. Insight in to determination of compensation. Tackling of medical negligence cases. Discussion of problems faced by various forums in country. 15. To set vision/ analytical and decision power. 16. Knowledge. Latest develops of laws. How to adjudicate consumer disputes effectively. 17. Provisions of CP Act 1986, problems regarding consumers and case law discussed in seminar would be very helpful to me in deciding cases. 18. I leant law related to consumer protection by Apex Court. Reforms in law related to consumer. Latest laws were discussed about insurance sector and medical negligence. 19. It imparted relevant and latest knowledge on the subject. 20. Determination of compensation, medical negligence. Role of consumer forum in enhancing the consumer's, access to justice. 21. Insurance sector, medical negligence. Determination of compensation. 22. To acquaint with the recent laws. To have knowledge of various changes in laws. To have knowledge of RERA and related laws. 23. We are enriched from such seminar. It would be very good if the infrastructure is improved in the forums. Such seminar will improve the knowledge and morale of members of consumer forum. 24. Knowledge regarding latest case laws. Courage to take strong decision.
b. Which part of the Programme did you	<ol style="list-style-type: none"> 1. All Programmes. 2. Participant did not comment.

<p>find most useful and why</p>	<ol style="list-style-type: none"> 3. Each part has been useful. 4. Session-1; Consumer Dispute Redressal Mechanism in India: Emergence and Overview. Session-2; Role of District Consumer Forum in Enhancing Consumers' Access to Justice. Session-3; Housing, Construction Industry: Timely Delivery, Quality, Maintenance and like issues. Because it was very useful. 5. Lecture by Dr. S.M. Kantikar, was very much effective, since it was related to medical negligence, and was very enlightening. 6. All programmes were very knowledgeable. 7. Every part of the programme has been useful. 8. Participant did not comment. 9. Session-3; Housing, Construction Industry: Timely Delivery, Quality, Maintenance and like issues. Session-4; Insurance Sector; Medical Negligence and Consumer Disputes. As complaints regarding hearing and constriction and medical negligence requires special attention and analysis. 10. Lecture on compensation was most useful. 11. Insurance sector, medical negligence and consumer disputes. 12. All. 13. Lecture delivered by Dr. S.M. Kantikar, on medical negligence and by Mr. Sharad Madke on compensation as well as by Mr. Justice R.C. Chavan, was very nice. 14. All above Session-1; Consumer Dispute Redressal Mechanism in India: Emergence and Overview. Session-3; Housing, Construction Industry: Timely Delivery, Quality, Maintenance and like issues. Because of practical aspect dealing. 15. All are good. 16. Housing and construction industry. 17. Every part of programme I found useful. Determination of compensation and discussion on it was most useful to us. 18. All part of the programme were useful to handle problems related to consumer law. 19. Medical negligence because it cleared certain doubts regarding providing. 20. Determination of compensation. The only issue of consumer disputes which signifies the importance of consumer forums. 21. Role of district consumer forum in hearing consumer dispute. 22. Session-3; Housing, Construction Industry: Timely Delivery, Quality, Maintenance and like issues. 23. All. 24. The session of Mr. Justice R.C. Chavan, the passed practical experience and guidance.
<p>c. Which part of the Programme did you find least useful and why</p>	<ol style="list-style-type: none"> 1. Not any. 2. Every part was useful. 3. Participant did not comment. 4. All parts were useful to some extent. 5. Almost all were useful. 6. N.A. 7. N.A. 8. Participant did not comment.

	<p>9. Session-1; Consumer Dispute Redressal Mechanism in India: Emergence and Overview. As we know it.</p> <p>10. None.</p> <p>11. Determination of compensation key issues.</p> <p>12. Nil.</p> <p>13. All the parts are useful.</p> <p>14. Nil.</p> <p>15. Participant did not comment.</p> <p>16. Participant did not comment.</p> <p>17. Nil.</p> <p>18. Participant did not comment.</p> <p>19. Consumer disputes redressal mechanism in India because it not meaningful in present era.</p> <p>20. Every part of the programme was useful nothing was least useful.</p> <p>21. Participant did not comment.</p> <p>22. Nil.</p> <p>23. All parts of the programme in my view is very very useful.</p> <p>24. Medical negligence and Insurance. It was so brief and without any latest ruling of SC.</p>
<p>d. Kindly make any suggestions you may have on how NJA may serve you better and make its programmes more effective</p>	<p>1. Try to arrange frequently and call many participants from country.</p> <p>2. Please arrange such type of programme yearly on Consumer Protection Act.</p> <p>3. For members more seminars should be organized.</p> <p>4. More lecture of Hon'ble judges of High Court would be useful to participants.</p> <p>5. Happy to write that keep it up.</p> <p>6. After few months these programme must be organized, very useful and knowledgeable.</p> <p>7. At least twice a year such programme is to be held.</p> <p>8. Participant did not comment.</p> <p>9. Topics on e-commerce, cyber law may be taken, as we lack in this field.</p> <p>10. Nil.</p> <p>11. Participant did not comment.</p> <p>12. The room which I occupied had some mosquitoes Allout was provided, Rest arrangement are very appreciable. The mobile no. and emails of all Resource Persons and Participants should be made available at the beginning of the programme. Before start of program, there must be introduction of each participant. Bare Acts should also be provided to the participants along with some model order/ judgements of district consumer forum.</p> <p>13. Nice arrangements and co-operation from all of the staff of NJA. Keep it up, thanks.</p> <p>14. Group discussion of participants and the presentation to such discussion will provide more feedback of practical difficulties.</p> <p>15. No.</p> <p>16. Programme be organized exclusively for those members who do not have legal background.</p> <p>17. Nil.</p> <p>18. Participant did not comment.</p> <p>19. NJA always does the best to make its programmes effective.</p>

	<p>20. Advance information of topics which are to be discussed in seminar should be given so that preparations be made before attending the seminar.</p> <p>21. Tentative programme be informed in advance at least 10 days before.</p> <p>22. Such seminar may be arranged repeatedly for betterment in daily functioning of the forum.</p> <p>23. Already comments have been given on this point.</p> <p>24. Arrange yearly programme with participants from all states. Intimate the participants sufficiently in advance.</p>
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