GOVERNMENT OF NATIONAL CAPITAL TERRITORY OF DELHI

**DIRECTORATE OF TRAINING (UNION TERRITORIES CIVIL SERVICES)**

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**TRAINING MODULE**

**ON**

**CONSUMER RIGHTS**

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| Name of the Package of Courses | General Awareness and Orientation |
| Duration of the Course  | **One day**  |
| Number of Sessions | Four (04) |
| Name of Course Coordinator  | **ASSISTANT DIRECTOR** |

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| Session | Enabling Objectives |
|  |  | Name of the Faculty |
| **Session – I**10.00 am- 11.15am | Background and history of consumer rights movement* International context.
* National context
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| **Session – II**11.30 am-12.45pm. | Consumer rights and social & legal responsibility of the business* Rights of consumers
* Rights to be improved.
* Rights to choose.
* Rights to safety.
* Rights to basic necessities.
* Rights to healthy environment.
* Rights to consumer effective.
* Rights to be heard.
* Rights to be Redressal
* Social and legal responsibility of business, service providers
* Social responsabilités.
* Legal responsibilities.
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| **Session – III**01.45 pm-03.00 pm | **Consumer Protection Act,1986*** Salient features.
* Important provisions.
* Consumer Courts.
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| **Session – IV**03.15 pm-4.30 pm | **Consumer Protection –role of civil society and media*** Role of creating awareness.
* Role of striking balance between free market forces and consumer protection.
* Role of alternate dispute resolution methods.
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