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 |  |
| **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. |  |
| **Session – III**  01.45 pm-03.00 pm | **Consumer Protection Act,1986**   * Salient features. * Important provisions. * Consumer Courts. |  |
| **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. |  |