

National Judicial Academy

Special Event-11: National Seminar for presidents of District Consumer Forum

9th – 10th March, 2019

Programme Coordinator : Mr. Krishna Sisodia, Law Associate

No. of Participants : 23

No. of forms received : 23

| I. OVERALL | | | | |
|---|-------------------|----------------|------------|----------------------------|
| PROPOSITION | To a great extent | To some extent | Not at all | Remarks |
| a. The objective of the Program was clear to me | 95.65 | 4.35 | - | |
| b. The subject matter of the program is useful and relevant to my work | 95.65 | 4.35 | - | 23. Enhanced in knowledge. |
| c. Overall, I got benefited from attending this program | 91.30 | 8.70 | - | |
| d. I will use the new learning, skills, ideas and knowledge in my work | 95.45 | 4.55 | - | |
| e. Adequate time and opportunity was provided to participants to share experiences | 81.82 | 18.18 | - | |
| II. KNOWLEDGE | | | | |
| PROPOSITION | 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 | 95.45 | 4.55 | - | |
| b. Comprehensive (relevant case laws, national laws, leading text / articles / comments by jurists) | 78.26 | 21.74 | - | |
| c. Up to date | 78.26 | 21.74 | - | |

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| d. Related to Constitutional Vision of Justice | 68.18 | 31.82 | - | |
| III. STRUCTURE OF THE PROGRAM | | | | |
| PROPOSITION | Good | Satisfactory | Unsatisfactory | Remarks |
| a. The structure and sequence of the program was logical | 82.61 | 17.39 | - | |
| b. The program was an adequate combination of the following methodologies viz. | | | | |
| (i) Group discussion cleared many doubts | 80.00 | 20.00 | - | 8. No group discussion. 9. No group discussion. |
| (ii) Interactive sessions were fruitful | 76.19 | 23.81 | - | |
| (iii) Audio Visual Aids were beneficial | 72.73 | 27.27 | - | |
| 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 | 72.73 | 27.27 | 100.00 | - |
| 2 | 68.18 | 31.82 | 100.00 | - |
| 3 | 77.27 | 22.73 | 100.00 | - |
| 4 | 82.61 | 17.39 | 100.00 | - |
| 5 | 81.82 | 18.18 | 100.00 | - |
| V. PROGRAM MATERIALS | | | | |
| PROPOSITION | To a great extent | To some extent | Not at all | Remarks |
| a. The Program material is useful and relevant | 95.65 | 4.35 | - | |
| b. The content was updated. It reflected recent case laws/ current thinking/ research/ policy | 82.61 | 17.39 | - | |

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| in the discussed area | | | | |
| c. The content was organized and easy to follow | 95.65 | 4.35 | - | |

| VIII. GENERAL SUGGESTIONS | |
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| a. Three most important learning achievements of this Programme | <ol style="list-style-type: none"> 1. All sessions by Hon'ble Justice K. Kannan. 2. Learnt about housing and construction industry; Medical negligence and insurance sector; Lastly on determination of compensation. 3. This programme is very useful for dispensation of justice to the litigants. 4. I got new learning and ideas along with knowledge. 5. Participant did not comment. 6. Participant did not comment. 7. Sec. 27 of C.P. Act.; Medical negligence and calculation of compensation. 8. Views cleared on many matters. 9. 1. The approach to be adopted; 2. How to evaluate; 3. The factors to be kept in mind. 10. It will motivate to be practical in delivering justice to parties. 11. 1. Knowledge on the Act; 2. Procedure to be followed; 3. How to be practical. 12. Enhancing consumer's access to speedy and quality justice, determination of compensation, consumer negligence and insurance sector. 13. 1. Effective as provided latest knowledge on the topic; 2. Useful in daily working of the forum; 3. Very relevant. 14. 1. Doubts/grey areas cleared by interaction with resource persons & colleagues; 2. Ratio of case laws referred in material understood in simple manner; 3. Knowledge on latest case laws updated. 15. Medical negligence and insurance sector. 16. 1. This will help me in dealing with cases effectively; 2. To dispose of the cases early; 3. It will help me much in dealing with medical negligence cases. 17. 1. Informative; 2. Knowledge; 3. Thus cleared many grey areas of the subject. 18. The programme & the knowledge which is given to us is very effective, useful for delivering judgments in our forums. 19. <i>Session 3: Housing and Construction Industry: Timely Delivery, Quality and Maintenance</i> – programme related to Housing and construction industry was good for improvement of our knowledge; <i>Session 4: Consumer Disputes: Medical Negligence and Insurance Sector</i> – Programme related to medical negligence was wonderful and <i>Session 5: Determination of Compensation: Key Issues</i> – programme was most important. 20. Nil satisfactory. 21. Assessment of damages, compensation. |

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| | <p>22. I had an opportunity to know deeply the consumer laws expressly with regard to housing construction, medical negligence and compensation.</p> <p>23. Working procedure and latest judgments.</p> |
| <p>b. Which part of the Programme did you find most useful and why</p> | <p>1. Participant did not comment.</p> <p>2. Housing and construction industry and punitive damages.</p> <p>3. Every part and session of the programme is very useful.</p> <p>4. All the sessions were useful.</p> <p>5. Session 1: Consumer Disputes Redressal Mechanism in India: Emergence and Overview; Session 2: Enhancing Consumer's Access to Speedy and Quality Justice: Role of District Consumer Forum and Session 3: Housing and Construction Industry: Timely Delivery, Quality and Maintenance.</p> <p>6. Session 1: Consumer Disputes Redressal Mechanism in India: Emergence and Overview; Session 2: Enhancing Consumer's Access to Speedy and Quality Justice: Role of District Consumer Forum and Session 3: Housing and Construction Industry: Timely Delivery, Quality and Maintenance; Session 4: Consumer Disputes: Medical Negligence and Insurance Sector and Session 5: Determination of Compensation: Key Issues - I found most useful.</p> <p>7. Calculation of damages and compensation in medical negligence cases.</p> <p>8. Session 2: Enhancing Consumer's Access to Speedy and Quality Justice: Role of District Consumer Forum; Session 4: Consumer Disputes: Medical Negligence and Insurance Sector and Session 5: Determination of Compensation: Key Issues – These programmes are useful as it is used in day to day work.</p> <p>9. Session 5: Determination of Compensation: Key Issues</p> <p>10. Session 1: Consumer Disputes Redressal Mechanism in India: Emergence and Overview.</p> <p>11. All the programme have added practical knowledge to a great extent.</p> <p>12. All programme useful to my work.</p> <p>13. Entire programme was very useful and relevant.</p> <p>14. All.</p> <p>15. Compensation part of medical negligence.</p> <p>16. Session 4: Consumer Disputes: Medical Negligence and Insurance Sector - are found to be most useful. The matters will help me to deal with cases in my forum effectively.</p> <p>17. All.</p> <p>18. All parts of programme but medical negligence, compensation and insurance knowledge is very important and useful to us.</p> <p>19. Session 5: Determination of Compensation: Key Issues – programme by Hon'ble Justice K. Kannan was more useful as it is connected with all matters which we deal with in our working in forum.</p> <p>20. Nil satisfactory.</p> <p>21. Compensation part because while delivering the judgement it is most important.</p> <p>22. All programme were very useful.</p> <p>23. All.</p> |

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| <p>c. Which part of the Programme did you find least useful and why</p> | <ol style="list-style-type: none"> 1. Participant did not comment. 2. Participant did not comment. 3. Participant did not comment. 4. No programme was least useful. 5. Participant did not comment. 6. No. 7. Nothing. 8. Nil. 9. <i>Session 1: Consumer Disputes Redressal Mechanism in India: Emergence and Overview.</i> 10. None. 11. None. 12. All programme useful to my work. 13. None. 14. None. 15. Speedy disposal and quality justice. 16. No such case/part found. 17. None. 18. All parts of programmes are useful because it is effective and useful for delivery of judgments. 19. None was least useful. Every programme remains good & useful for court working. 20. Nil satisfactory. 21. Participant did not comment. 22. N.A. 23. Not at all. |
| <p>d. Kindly make any suggestions you may have on how NJA may serve you better and make its programmes more effective</p> | <ol style="list-style-type: none"> 1. It is always effective. 2. No suggestion but NJA has given best service for officers. 3. NJA should give prior information to the participants about transportation from Airport/ Railway Station to reach NJA and for stay. Such programme should be of longer duration so that other topics may also be taken for discussion. Expenses which are incurred by the participants should be paid by the NJA to the participants after receiving the tickets/voucher from the participants. 4. I wish that such type of opportunity to attend the programme in NJA will be available frequently in future. 5. Member of D.C.P.F. must be invited to attend such programmes. 6. I will look forward to participate more in future and NJA should organize such type of programme which are very beneficial for trainees. 7. Nothing. 8. Participant did not comment. |

9. Two days is a very short time period for such a wide subject.
10. Kindly deliver study material in advance and encourage group discussions.
11. Participant did not comment.
12. Participant did not comment.
13. Suggest to enhance the period of programme for three days instead of two days.
14. There was no deficiency in service & all programmes were up to the mark.
15. This type of programme be arranged frequently for better quality of judgements.
16. Please arrange/supply more reading materials of the resource persons to the participants.
17. Practicing advocates of national level (doing practice specifically on the subject) be also made as resource persons.
18. It is very good & impressive and useful programme. So no suggestion.
19. Some more topics related to cyber laws, weights and measures to be included for our learning.
20. Nil - satisfactory.
21. Participant did not comment.
22. To give in advance the study material on the subject matter.
23. I would like to suggest that for one/two days advanced arrival and lodging in the guest house no charges should be imposed.