

National Judicial Academy

SE-02: Seminar for Presidents of District Consumer Forum

22nd to 24th November, 2019

Programme Coordinator : Ms. Sonam Jain, Research Fellow

No. of Participants : 29

No. of forms received : 28

I. OVERALL				
PROPOSITION	To a great extent	To some extent	Not at all	Remarks
a. The objective of the Program was clear to me	96.43	3.57	-	7. Yes. 13. To great extent. 16. Very nice.
b. The subject matter of the program is useful and relevant to my work	100.00	-	-	7. Yes. 13. Useful. 16. Totally useful and relevant to my work.
c. Overall, I got benefited from attending this program	92.86	7.14	-	7. A lot, Total new perspective. 13. Beneficial. 16. To a great extent.
d. I will use the new learning, skills, ideas and knowledge in my work	96.30	3.70	-	7. Yes. 13. Yes. 16. I will use of course.
e. Adequate time and opportunity was provided to participants to share experiences	88.89	11.11	-	7. Yes. 13. Equal time given. 16. Yes.
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	88.89	11.11	-	7. Execution has to be more to explain. 13. to a great extent. 16. Useful to my work.
b. Comprehensive (relevant case laws, national laws, leading text / articles / comments by jurists)	88.89	11.11	-	10. Hon'ble Mr. Justice K. Kannan excellent. 13. Relevant case law.

c. Up to date	85.19	14.81	-	7. Research material 20G CPA not included. 16. Yes.
d. Related to Constitutional Vision of Justice	80.00	20.00	-	13. To same extend. 16. Yes. 26. Not much.
e. Related to international legal norms	68.00	24.00	8.00	13. Not at all.
III. STRUCTURE OF THE PROGRAM				
PROPOSITION	Good	Satisfactory	Unsatisfactory	Remarks
a. The structure and sequence of the program was logical	92.59	7.41	-	13. Very much logical.
b. The program was an adequate combination of the following methodologies viz.				
(i) Case studies were relevant	96.30	3.70	-	13. Good.
(ii) Interactive sessions were fruitful	85.19	14.81	-	13. Good.
(iii) Audio Visual Aids were beneficial	65.38	34.62	-	7. PPT/ video recording would more help to refresh the points in future. 13. Satisfactory.
(iv) Group discussion cleared many doubts	88.00	12.00	-	7. This shortage same time. 13. Good. 16. Satisfactory. 26. No group discussion.
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	89.29	10.71	89.47	10.53
2	88.46	11.54	88.89	11.11
3	88.46	11.54	88.89	11.11
4	88.46	11.54	88.89	11.11

5	92.31	7.69	88.89	11.11
6	92.31	7.69	88.89	11.11
7	92.31	7.69	88.89	11.11
8	92.31	7.69	88.89	11.11
V. PROGRAM MATERIALS				
PROPOSITION	To a great extent	To some extent	Not at all	Remarks
a. The Program material is useful and relevant	96.30	3.70	-	13. Useful.
b. The content was updated. It reflected recent case laws/ current thinking/ research/ policy in the discussed area	92.59	7.41	-	7. Seem to update bail new CPA 2019 not updated. 13. To a great extent.
c. The content was organized and easy to follow	100.00	-	-	7. Very good. 13. To a great extent.

VIII. GENERAL SUGGESTIONS	
a. Three most important learning achievements of this Programme	<p>1. 1. Updated with latest case laws & knowledge; 2. Comparison between old & new Act; 3. Changes made in new Act.</p> <p>2. 1. Enhanced the skills of determine compensation; 2. Got clarity about medical negligence; 3. Got clarity about case relating to e-commerce.</p> <p>3. 1. Latest development in commerce law; 2. Gained knowledge for the purpose of day to day work in court; 3. Interaction with participants.</p> <p>4. 1. Update with latest cases laws & knowledge; 2. Comparison between old & new law Act; 3. Updation is made in also in new act.</p> <p>5. None.</p> <p>6. 1. Skill ness; 2. Knowledge.</p> <p>7. Thinking pattern is changed. A positive awareness. Such programme must be held again at least in year to upgrade & exchange legal issues.</p> <p>8. 1. Now, I have a clear understanding of the new Act of 2019; 2. Now, Medical negligence & insurance case can be more easily dealt with by me; 3. Now, I am more equipped with case laws on various issues related with consumer disputes.</p> <p>9. 1. Consumer protection Act 2019 was discussed in length which is useful to me; 2. Several situation refereed and discussed which are necessary for me; 3. Good discussion and enlighten to me on various aspects.</p> <p>10. 1. Fruitful to day to day work; 2. Learnt to grant relief of as per need 3. Learnt to endure truth and tolerance.</p>

	<p>11. Participant did not comment.</p> <p>12. Concept of mechanism; Compensation as law very effective medical cases.</p> <p>13. 1. Consumer disputes redressal mechanism; 2. Consumer disputes e-commerce; 3. Consumer disputes insurance sector.</p> <p>14. 1. The interaction with the participants gave diversified approach of handling the cases; 2. Resource persons have provided new insight of many aspects; 3. Study materials/power points would be useful for future adjudication as well.</p> <p>15. Programme was excellent, knowledgeable and it will certainly enhance our work quality. New law properly analyzed. All resource person have extremely important ideas.</p> <p>16. Very practical and will totally help in rendering my work.</p> <p>17. Good.</p> <p>18. None.</p> <p>19. Days of seminar must be enhances-1. Medical negligence; 2. Consumer disputes: Insurance sector; 3. Determination of compensation.</p> <p>20. 1. Interactive session were useful; 2. Case studies were relevant; 3. Interactive sessions were helpful.</p> <p>21. It emboldens the judges working on dies very useful and for future inspiring in commendable manner.</p> <p>22. Participant did not comment.</p> <p>23. Participant did not comment.</p> <p>24. Participant did not comment.</p> <p>25. 1. Medication methods skills; 2. Adjudication procedures after order; 3. Speedy disposal procedures.</p> <p>26. 1. Concept of mediation; 2. Implementation of law effectively; 3. Approach of practical rather than technical.</p> <p>27. 1. Medical negligence; 2. Insurance; 3. Mediation.</p> <p>28. 1. Disciplined; 2. Punctual; 3. Professional efficiency. Patience to listen; Time management. Clear view of C.P. Act to dispose of the complaint.</p>
<p>b. Which part of the Programme did you find most useful and why</p>	<p>1. Session 4: Consumer Disputes: Medical Negligence; Session 6: Consumer Dispute: E-Commerce.</p> <p>2. Consumer dispute, e-commerce because I have no much practical experience in dealing act case.</p> <p>3. Participant did not comment.</p> <p>4. Session 4: Consumer Disputes: Medical Negligence; Session 5: Consumer Disputes: Insurance Sector.</p> <p>5. Medical negligence & compensation.</p> <p>6. All the parts like three as under: 1. CPA new act; 2. Medical negligence; 3. Insurance.</p> <p>7. Medical negligence, Insurance, compensation & damages- interactive participation by all participant.</p> <p>8. Determination of compensation part was the most useful because it is directly related with relief sought.</p>

9. All programmes are useful to me and others.
10. All as they are relevant to my duties daily performed.
11. All session are useful.
12. All parts of the programme learnt more.
13. **Session 3: Housing and Construction Industry, Timely Delivery, Quality and Maintenance: Consumer Courts vs. RERA.**
14. **Session 4: Consumer Disputes: Medical Negligence; Session 8: Experiences and Challenges in Adjudication of Consumer Disputes: Open House Discussion-** were most useful for me as there are various new things that I learnt.
15. Programme of session 4, 5 remain externals useful.
16. To my mind entire programme found useful because it will help to my work.
17. All part.
18. All parts of the programme are useful.
19. Determination of compensation; This programme will be helpful in dealing day to day problem.
20. Experiences & challenges in adjudication of consumer disputes open house discussion. Detailed discussion & questions system.
21. Mr. Justice K. Kannan lecture is unprecedented and thought provoking very learned & erudite lectures delivered by him.
22. The 8 total sessions are most useful because this session gave more knowledge to give better useful and valuable adjudication to victims.
23. **Session 4: Consumer Disputes: Medical Negligence; Session 5: Consumer Disputes: Insurance Sector; Session 6: Consumer Dispute: E-Commerce; Session 7: Determination of Compensation: Key Issues and Session 8: Experiences and Challenges in Adjudication of Consumer Disputes: Open House Discussion.**
24. Each & every part of the programme in useful for proper adjudication.
25. **Session 4: Consumer Disputes: Medical Negligence; Session 5: Consumer Disputes: Insurance Sector; Session 6: Consumer Dispute: E-Commerce; Session 7: Determination of Compensation: Key Issues and Session 8: Experiences and Challenges in Adjudication of Consumer Disputes: Open House Discussion-**detailed interactive sessions along with proper and recent case laws which helped us.
26. **Session 4: Consumer Disputes: Medical Negligence; Session 5: Consumer Disputes: Insurance Sector; Session 6: Consumer Dispute: E-Commerce; Session 7: Determination of Compensation: Key Issues and Session 8: Experiences and Challenges in Adjudication of Consumer Disputes: Open House Discussion.**
27. Medical negligence.
28. **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: Consumer Courts vs. RERA; Session 4: Consumer Disputes: Medical Negligence; Session 5: Consumer Disputes: Insurance Sector; Session 6: Consumer Dispute: E-Commerce; Session 7: Determination of Compensation: Key Issues; and Session 8: Experiences and**

	<p><i>Challenges in Adjudication of Consumer Disputes: Open House Discussion- Every chapter is useful.</i></p>
<p>c. Which part of the Programme did you find least useful and why</p>	<ol style="list-style-type: none"> 1. All programme have to one utility & objectives. 2. None. 3. Participant did not comment. 4. All programme have to own utility & objection. 5. E-commerce. 6. Nothing. 7. Nothing. 8. All parts of the programme were useful. 9. Participant did not comment. 10. None. 11. Participant did not comment. 12. Participant did not comment. 13. Session 4: Consumer Disputes: Medical Negligence. 14. Now part of programme was “not useful” or “Least useful”. 15. Nil. 16. Question does not arise. 17. None. 18. None. 19. All part of programme are useful for better management of forum. 20. Participant did not comment. 21. My salute to justice K. Kannan. 22. Nothing. 23. All the sessions were very useful & interesting. 24. Participant did not comment. 25. 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-Instead of that sessions they might have included the new provisions that included in new act 2019. 26. 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: Consumer Courts vs. RERA. 27. Determination of compensation. 28. All most all the programme are actually most useful for me became that is guide of me to take propose decision to dispose of his complaints with due case & diligence.

<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. No deficiency found; Every programme was up to the mark. 2. No suggestions. 3. Participant did not comment. 4. Every programme was up to the mark. 5. Nil. 6. Golden opportunity will be given more & more judges/presidents. 7. Video & audio lecture will have more helpful for future reference & recalled I & also help not to distract me done the points with hearing the respective justice. 8. The study material should have been provided well in advance before coming to NJA. 9. Requested to conduct seminar after consumer protection act 2019 was enforced in all states and after approved of rules. 10. My suggestion is that 3 days is not sufficient increase to a week or 10 days sessions in morning and evenings. 11. No suggestion. Everything's good. 12. None. 13. Participant did not comment. 14. 1. With respect to district consumer form training of members of DF can also be arranged; 2. Refresher courses/training programme can be conducted at regional / state level is coordination with NCDPC/State commission. 15. None. 16. It the length of the programme is extended for at least or more days if would have been best. 17. Suggestions are not needed. 18. Three days programme is less. The programme should be extended up to 7 days. 19. Presidents of consumer forums will as member of the forum as be call to participate in the session when it organized. 20. None. 21. You have arranged very Laurence and flamboyant programme. We have learnt a lot kindly arrange such seminar on consumer for at every six months. You are requested to arrange same seminar after view act is implemented so, that unexpected eventuality can be stress and remedied. Kindly request to national consumer commission to send such names of presidents at all states. Your commendable attempt is seen here at every moment In lectures. 22. Everything is god in over all 8 sessions. There is no need to give any suggestion. 23. 3 days lecture is not sufficient needs to increase at least for a week. 24. Everything is good no need of any suggestions. Thanks NJA for conducting such an excellent programme. 25. Very useful. I feel it is very useful. Prior to conference NJA can send the content through e-mail to the participants for active participation. 26. 1. Continuation of programme; 2. Supplying materials periodically; 3. Make sessions longer; 4. Provide sessions for interaction.
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	<p>27. Very good programmes and very effective programme conducted.</p> <p>28. Every case has been taken by this academy. Thanks.</p>
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