



DCA-GTZ Project

**CONSUMER PROTECTION AND
SUSTAINABLE CONSUMPTION
IN INDIA**

REPORT

of

Workshop on

**“TRAINING CURRICULUM AND COMMON IT
PLATFORM FOR CONSUMER ADVICE
CENTRES”**

at

India International Centre, New Delhi

20th April 2010

Project Address:

GTZ-ASEM Project
"Consumer Protection
and Sustainable Consumption in India"
12/2, Jamnagar House
Shahjahan Road
New Delhi - 110011

Phone: +91 11 230 708 57

Fax: +91 11 230 708 57

A one day workshop on – “Common IT platform and Training Curriculum for consumer advisors” was organized on April 20th, 2010 at India International Centre, New Delhi. The objective of the workshop was to present the training curriculum and the plans to build an IT-platform with all the State representatives and other stakeholders and seek their concurrence.

Mr. Krishnamoorthy opened the session by welcoming the participants and presenting an overview of the pilot project. He deliberated on specific activities related to the advice centres. The purpose of the workshop was to provide for the inputs for the IT platform and also cater as a training program for the advisors and project managers of both in Bhubaneshwar and Bhopal.

Key Outcomes and Recommendations:

Key outcomes of the workshop include the following:

I. Presentation on Training Curriculum and Training Programme for Consumer Advisors

Dr. Pallavi Kishore, CIRC presented the Training Curriculum and the training programme. The important inputs provided from the state representative are as under:

- The content and format of the draft-training curriculum and training programme was reviewed by the state representatives and extensive input was provided to improve the manual’s relevance and applicability.
- A consensus was reached on the structure and format of the training manual as well as Training programme with special reference to Frequently Occurring Problems (FOPs).

Key outputs that emerged from the workshop include the following:

Overall, the training manual will be very useful to strengthen the capacity of the consumer advisors to address the needs of consumers. Key modifications that emerged from the workshop include the following:

- a) The training kit should include references to additional background documents with ready made formats for the Consumer advisors to guide the consumers for the following:
 - a. Related forms for the sectors under COPRA
 - b. How to complain – Mechanisms and workflow
 - c. Documents required for the complaints

- d. Contact details and address of the institutions
 - e. Fee etc.
-
- b) To include two interactive sessions of one hour consisting of 10-15 consumer activists to provide their experience on real life handling of complaints to the consumer advisors. This will be linked with the field visit in Madhya Pradesh.
 - c) Topics related to rural consumers e.g., seeds, fertilizers or food adulteration should be included in the training curriculum.
 - d) There should be more focus on pre-purchase advice, such as finding information on product and service quality (e.g. comparative testing, labels, websites and other sources of information).
 - e) Medium of instructions for the participants will be English and to translate into local languages will be done by selecting the participants from the group itself.
 - f) Tie up with NIC for the Videoconferencing to link with the domain experts to provide sector specific advices to the consumers.
 - g) Procedure will be agreed in near future to develop FOPs further with the inputs from the states and the VCOs.

II. Presentation on Common IT Platform Consumer Advice Centres:

The IT Expert from Orissa presented the System Requirement Specifications (SRS) and the screens for the IT platform and explained the feedback received from the states. Dr. Ranjna Nagpal, Senior Technical Director, NIC moderated the session and the following important points/suggestions were made by her and the state representatives that shall be incorporated in the revised version of IT platform.

1. State representative's feedbacks were taken into account in the first version of the SRS and it is now a good base for the development of the IT platform.
2. Screens for the IT portal should be simple and user friendly to enter the data.

3. To address the issue of multi-lingual software, it was proposed to prepare the separate pages for respective states. The labels will be localized whereas the entry into the fields will be in English. State specific contents will be organized from the individual co-opting states.
4. Linkages of portal with the state websites should be included with the toll free numbers.
5. Use the FOPs list as the basis of knowledge base and be developed further. FAQs, sector specific information, key words are required from the states for the regular updation of the knowledge base. It was proposed that FAQs should be put by the experts only. List of experts with contact details from the states should be provided from the states.
6. State specific master data format would be sent to each included states.
7. State would provide for translation of each level in their respective official language.
8. All the master data would be updated by central team.
9. Reports would be available and categorised as internal reports, external reports and department reports.
10. FOP and FAQ would be placed in the website after getting from the states.
11. Website design would be changed.
12. All advice workflow should end with helping consumers to fill out required form for filing complaints or to go to consumer courts and provide those addresses, contact details of institute to be addressed.

Both the Senior Technical Director NIC, Dr. Ranjna Nagpal, and the representatives of the States recommended to develop a first version of the IT-platform based on the SRS presented and the additional suggestions made during the workshop. It was observed by Dr. Nagpal that the standards adopted for the development of IT platform would be compatible with NIC requirements and that this needs to be further ensured throughout the implementation of the project. The states emphasized that the software should be developed immediately to ensure its availability at the beginning of the operation of the Consumer Advice Centers (pilot project) in May 2010.

List of Participants attended the Presentation on Common IT Platform and Training Curriculum

S. No.	Name	Contact Details	Email ID
1.	Dr. Ranjna Nagpal Senior Technical Director, National Informatics Centre A-Block CGO Complex, Lodhi Road, New Delhi-3	09818899651	ranjna@nic.in
2.	Mr. Ashok Das, Principal Secretary, Department of Food, Public Distribution & Consumer Affairs, Govt of Madhya Pradesh, Sanchivalaya Vindhyachal Bhavan, 1st Floor Bhopal	0755-2553750 2441515(F)	akdas@nic.in
3.	Mr. Raj Kumar Principal Secretary Food, Civil Supply & Consumer Affairs Department, Govt of Gujarat, Block-14, 6th floor, Secretariat, Gandhi Nagar,	Tel: 079-23251163 Fax: 079-23251199	secfcs@gujarat.gov.in
4.	Mr. Sibabrata Dash Director, Consumer Affairs, Food, Supplies and Consumer Welfare Deptt Govt of Orissa Secretariat Bhubhneswar-751001	09437017476 0674-2394967	tukuni4741@yahoo.com
5.	Mr. C. Muthukrishnan Department of Civil Supplies & Consumer Protection, Chepauk, Govt of Chennai		Ccs.cpsec@tn.gov.in tn@gov.in
6.	Mr. D. Jayaraj	09488700158	

	Project Manager CAC, TRANSCOPE, Chennai	03	
7.	Mr. P A. Krishnamoorthy Indian Project Manager GTZ-ASEM 12/2 Jamnagar House New Delhi-11	09910344002	krishnamoorthy@asemindia.com
8.	Mr. Patrick Von Braunmuehl Sr. Advisor GTZ-ASEM 12/2 Jamnagar House New Delhi-11	997 1308437	patrick.vonbraunmuehl@asemindia.com
9..	Dr. Pallavi Kishore CIRC New Delhi		pk@circ.in
10.	Mr. Pradyut Mohan Dash Project Manager	09438039910	pradyut@csmpl.com
11.	Mr. Deepak Kumar Mishra System Analyst	09861780456	Deepak.mishra@csmpl.com
12.	Mr. Jose Emmanuel, Asst. Director & Head Complaints Dept. CERC Suraksha Sankool, Thaltej, Sarkhoj Gandhi Nagar Highway, Ahmedabad.	079- 27489945-46 09426727051	
13.	Dr. Poonam Pande GTZ-ASEM 12/2 Jamnagar House New Delhi-11	09871766826	poonam@asemindia.com
14.	Ms. Akshara Saini GTZ-ASEM 12/2 Jamnagar House New Delhi-11	09999910436	akshara@asemindia.com

15.	Ms Neha Verma GTZ-ASEM 12/2 Jamnagar House New Delhi-11	09718100422	neha@asemindia.com
16.	Mr. Avinash Kumar GTZ-ASEM 12/2 Jamnagar House New Delhi-11	09717743907	