

Six days training workshop for Consumer advisors of CACs and state consumer help lines from three states of India

A six days training workshop was organized from the 26th to 1st May, 2010 for Consumer Advisors of various Consumer Advice Centres and State Consumer Help lines. The participating states Orissa, West Bengal and Tamilnadu came together in Bhubaneswar under the aegis of Indo German DCA-GTZ Co-operation project “Consumer Protection and Sustainable Consumption”. Sh. Sarada Prasad Nayak, Minister of State for Food, Supplies and Consumer Welfare Department inaugurated the training workshop.



In the opening speech he emphasized the need of training workshops and appreciated the initiative. He assured that State Government shall provide necessary support to organize consumer awareness and protection related activities in the state. Over twenty participants from the mentioned three states participated in the workshop representing their respective Consumer Advice Centres and State Consumer help lines. The objective of the workshop was to strengthen skills and knowledge base of the advisors and make aware the legal aspects of consumer protection in India. The content of each topic comprehensively covered the legal, interpersonal and related management issues to quip the participants with relevant skills to perform their role.

In addition gaining substantive knowledge, the participants were also equipped with “hands-on training” for managing help lines. The field visit for capacity building was organized in Orissa computer Application Centre (OCAC), Central Electricity Supply Utility (CESU) and ‘Sanjog’ help line.

The valedictory session was addressed by Mr. Ashok K.K. Meena, Commissioner cum Secretary of FS and CW department, Mr. R. R. Patnaik, Special Secretary and Mr. S. K. Vashishth Managing Director OSCSC. In the concluding session the participants were handed over the certificates on successful completion of training programme.