

## Six days training workshop for Consumer advisors of Consumer Advice Centers (CACs) and State Consumer Helplines from two states of India

A six days training workshop was organized at National Law Institute University (NLIU), Bhopal from 3<sup>rd</sup> to 8<sup>th</sup> May, 2010 for Consumer Advisor of various Consumer Advice Centres and State Consumer Help lines. The participating states Madhya Pradesh and Gujarat came together in Bhopal under the aegis of Indo German DCA-GTZ Co-operation project "Consumer Protection and Sustainable Consumption". Sh. A.K. Das, Principle Secretary for Food, Supplies and Consumer Welfare Department inaugurated the training workshop. Sh. S.S. Singh, Director, NLIU, Sh. C. M. Garg, Registrar and Professor Rajeev Khare were also present on the occasion.



In the inaugural speech Mr. Das emphasized the need of consumer protection related training workshops and appreciated the initiative. Over twenty five participants from the two 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 equip the participants with relevant skills to perform their role.

The field visit for capacity building was organized in Madhya Pradesh Kshetra Vidyut Vitaran Company LTD. The valedictory session was addressed by Sh. Paras Chandra Jain, Hon'ble Minister for Food Supplies and Consumer Welfare. In the concluding session the participants were handed over the certificates on successful completion of training programme. The training programme was organized as a part of the pilot project

on consumer advice in five states and will be followed by the opening of GTZ sponsored Consumer Advice Centers during the weeks to come.