



State Consumer Disputes Redressal Commission
Gujarat State, Ahmedabad

"GRAHAK BHAVAN", Nr. Gota Cross Road, S.G High way,
Ahmedabad

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Date : 08-12-2022

Resolution No.- SCDRC/ADM/WS No.539/2022

1. The State Consumer Disputes Redressal Commission, FCS Department, Government of Gujarat, is pleased to nominate following Members of SCDRC Gujarat and Presidents and Members of various District Consumer Disputes Redressal Commissions of the State to attend the training on '**Role, Function and Duties of President, and Member, of Consumer Disputes Redressal Commission**'(Batch-I) from **12-12-2022 to 15-12-2022** at Gujarat State Judicial Academy, Behind Gujarat High Court, Sola, Ahmedabad.

Sr.	President/Member Name	State/District Commission
1	Mr.M. J. Mehta	JM (observer- batch -1), State Commission
2	Dr. J. G. Mecwan	NJM, State Commission
3	Mrs. A.C. Raval	NJM, State Commission
4	Mr. J.J.Pandya	President,Ahmedabad(Rural) , DCDRC
5	Mr.A.S.Gadhvi	President,Sabarkantha, DCDRC
6	Mr. M.H.Chaudhry	President, Mehsana, DCDRC
7	Mr. D.T.Soni	President, Gandhinagar, DCDRC
8	Mr.K.S.Patel	President, Ahmedabad(Additional), DCDRC
9	Mr. C.M.Bhatt	President, Anand, DCDRC
10	Mr. K.J.dasondi	President, Navsari, DCDRC
11	Mr. N.P.Chaudhary	President,Patan, DCDRC
12	Mrs. A.P.Kansara	President,Surendranagar, DCDRC
13	Mr. M.H.Patel	President, Bharuch, DCDRC
14	Mr. B.G.Dave	President, Valsad, DCDRC
15	Mrs. A.D.Gosai	Member, Amreli, DCDRC
16	Mrs. K.P.Sachdev	Member, Rajkot(main), DCDRC
17	Mrs. Lathaben Pillai	Member, Kutch, DCDRC
18	Mrs. Jalpaben Dhebar	Member, Vadodara(Main), DCDRC
19	Mr. S.N.Mehta	Member, Amreli, DCDRC
20	Mrs.M.R.Mehta	Member, Panchmahal, DCDRC
21	Dr.S.R.Pandya	Member, Kheda, DCDRC
22	Ms. H.S. Chauhan	Member, Vadodara(Additional), DCDRC
23	Mrs. Y.T.Mehta	Member, Ahmedabad(city), DCDRC
24	Dr.D.P. Kapadiya	Member, Sabarkantha, DCDRC

25	Mrs. K.P. Mehta	Member, Gandhinagar, DCDRC
26	Mr. P.Y.Joshi	Member, Vadodara(main), DCDRC
27	Mr. M. S. Bhatt	Member, Rajkot(Main), DCDRC
28	Ms. A.C. Pandya	Member, Surendranagar, DCDRC
29	Dr.P.A.Trivedi	Member, Bhavnagar, DCDRC
30	Mrs. S.P.Shrimali	Member, Mehsana, DCDRC
31	Mrs. P.V. Joshi	Member, Surat(main), DCDRC
32	Mr. T.J.Sankla	Member, Rajkot(Additional), DCDRC
33	Ms. J.H. Makwana	Member, Jamnagar, DCDRC
34	Mr.K.J.Thakar	Member, Junagadh, DCDRC
35	Mr. C.S.Brahmbhatt	Member, Patan, DCDRC
36	Mr. B. J. Acharya	Member, Banaskantha, DCDRC

2. The following are the terms and conditions:

- a) They should be treated on duty during the period of the Training as aforesaid including the period of journey both ways as per instruction mentioned below table with permission to leave headquarter.

Less than 50 kms.	Not entitled for journey period
More than 50 kms. to 200 kms.	Half day journey period
More than 200 kms.	One day journey period
In case, if holiday / public holiday occurs in the prefix / suffix, no Journey Period shall be admissible and Journey is to be performed in all the above cases on holiday.	

- b) They will be entitled to Travelling Allowance/Daily Allowance as admissible under rules and Orders of the Government for the time being in force.

- c) The posts held by them are kept vacant during the above period.

3. Following subjects will be discussed during the training.

Curriculum for the training on 'Role, Function and Duties of President, and Member, of Consumer Disputes Redressal Commission'	
Sr.	subject
Part I General	
1.	Complainant A) Consumer B) Trust As complainant or opponent, whether entitled or liable C) Commercial purpose. D) Self-employment- earning for E) Person
2.	Consumer A) Goods- Manufacturing defect, liability of manufacturer and seller B) Service-Deficiency in service-different type of services C) Consumer rights-unfair contract, unfair trade practice, restrictive trade practice, excessive price.
3.	Element to be seen before admission of complaint. A) Consumer Dispute B) Limitation- Section 69 of C. P. Act, Sufficient cause C) Court-fee, refund of fees: D) Jurisdiction

	<ul style="list-style-type: none"> i) Pecuniary Jurisdiction ii) Territorial Jurisdiction iii) Subject Matter iv) Specific barred v) Arbitration clause
4.	<p>Procedure after filling of Complaint</p> <ul style="list-style-type: none"> A. Admission stage B. Reference to mediation cell C. Class action, 12 (1), 14 (1) (h). D. Service of notice-copies of documents: E. Ex-parte order F. Written version G. Rejoinder-cum- affidavit in evidence H. Documentary evidence I. Interrogatories-cross-examination J. Brief note of argument K. Frivolous complaint L. Appropriate laboratories M. Death of either party- effect
5.	<p>Defense</p> <ul style="list-style-type: none"> A) General defense available to the insurance company B) Settlement voucher accepted by the claimant C) Breach of condition D) Breach of law E) Reasonable and customary expenses F) Terms and Condition of the Policy i) Tractor, Trolley ii) Transport Vehicle iii) Over Loading, Extra Passenger iv) Motor own damage claims a. Theft claim b. Total loss claim c. Defence as to license
6.	<p>Court management</p> <ul style="list-style-type: none"> A) Bottleneck in speedy disposal of complaint- delayed B) Power of District Commission-Interim order C) Board management
7.	<p>Computerization</p> <ul style="list-style-type: none"> A) E-filing B) Video conferencing C) Use of Confonet- role of DMA D) Undated cases E) Uploading of judgment F) Different stage of proceedings
8.	<p>Appreciation of evidence</p> <ul style="list-style-type: none"> A) General B) In favour of consumer, two views C) Survey report- evaluation, right of second survey, power of IRDA, claimant's right for survey
9.	<p>Judgment writing</p> <ul style="list-style-type: none"> A) Narration of evidence, reasons, final order B) Review
10.	<p>Awarding penal compensation.</p> <ul style="list-style-type: none"> A) Relief to be granted under Sec. 39 B) Just vs. unjust principles C) Relief-punitive damages D) Interest i) Awarding prior to complaint ii) During the proceedings iii) Applicability of Section 34 of CPC iv) Repealing of Interest Act E) Cost of litigation, mental agony, other expenses
11.	<p>Execution</p> <ul style="list-style-type: none"> A) Civil Remedy under Section 71 of CP Act, applicability of Order 21 of CPC B) Criminal Remedy U/S 72 of the CP Act a) Issue of summons b) Recording of plea c) Recording of evidence of complainant d) Further statement e) Punishment f) Procedure for enquiry as to person liable g) Suo-Moto cognizance
12.	<p>Administration</p> <ul style="list-style-type: none"> A) Mediation cell management B) Record and classification C) Certified copy D) Account - budget, grant, pending bill, dead stocks, treasury balance, amount due for payment E) Inspection F) Establishment G) General grievances H) Cleanliness I) Outsourcing
13.	(13) General guidelines- Do's and Dont's
Part II Special	
14.	<p>Insurance</p> <ul style="list-style-type: none"> A) Principle of Indemnity B) Pre-existing disease- proposal form C) Suppression of Material Fact D) Insurable Interest. E) Portability F) Diagnostic & evaluation purpose. G) Interpretation of policy clauses. H) LIC insurance policy
15.	Medical negligence, proof of

	A) Issuance of prior notice to medical board. B) Medical papers, not providing compensation C) General Principle D) Appreciation of evidence E) Requirement of expert opinion F) Quantum under different head
16.	Finance Service A) Forfeiture/repossession of vehicle, B) Hypothecation contract C) Higher purchase agreement D) Notice E) Auction
17.	Construction-refund of deposit, possession, interest
18.	Medi-claim- discharge summary- sum insured, Terms and conditions, etc.
19.	Liability in case of loss of, late delivery of article A) Carrier-Transport, Currier etc. B) postal Department C) Insurance of parcel D) Interpretation of contract E) Notice
20.	Issues of Government Servant-Retirement benefits, PF Act, RTI Act, municipal bodies
21.	Product liability
22.	E-commerce. A) Internet transactions. B) Reception, production and preservation of electronic evidence C) Evaluation of electronic evidence D) Other related issues- cyber security etc.
23.	(A) Railway service (i) Time table (ii) Reservation (iii) Theft-Liabilities (B) Airlines (i) Defective food (ii) Name not in the list (iii) Delayed flight (iv) Air Ticket
24.	Share-stock Educational institutions and universities- complaint maintainable?
25.	Other special cases not included in the above list (1) Mediation (2)E-library (hyperlink) software

INSTRUCTIONS:-

- a) To report at **9:00 am** at the Gujarat State Judicial Academy, Behind Gujarat High Court, Sola, Ahmedabad on 12-12-2022.
- b) To intimate Academy **on or before 09/12/2022 on or before 05.00 p.m.**, on Phone No: 079-27664601-15, Extension No. 455 for availing accommodation, if required. Accommodation will be provided to the participant only and not before 12 hours from the reporting time.
- c) They should obey Joining Instructions of the Academy during the Training period.
- d) To submit Detail Report containing following parameters directly to **Registrar, State Consumer Disputes Redressal Commission** within 07 days after attending the Workshop. Such report shall not be required to send to the Academy:
 - i) Introduction
 - ii) Evaluation of Experience in detail, on each subject discussed during the Training
 - iii) Self-participation, if any
 - iv) Usefulness of the Course

- v) General Observations and suggestions
vi) Conclusion
- e) No exemption shall be granted to any of the participant except in case of emergency which will be decided solely by the **President, State Consumer Disputes Redressal Commission, Gujarat** based on cause and proofs attached with exemption request.

Date:08 /12/2022


Assistant Director
State Consumer Disputes Redressal Commission
Ahmedabad

Copy for information to:-

1. The Director, Gujarat State Judicial Academy, Behind High Court of Gujarat, Sola, Ahmedabad.
2. The Treasury Officer of the concerned District.
3. The President/Member of the Concerned District Consumer Disputes Redressal Commission.

