

**Project Launch
Grassroots Reach out and Networking in Rajasthan through Consumer Action
(GRANIRCA)**

**Wednesday, March 17, 2010
Hotel Country Inn Suites / Jaipur**

PROGRAMME SCHEDULE

Inaugural Session

10.00-10.30	Registration	
10.30-11.00	Tea/Coffee	
11.00 –11.10	Welcome Address	Mr. George Cheriyan Director, CUTS
11.10- 11.25	Opening Remarks	Mr. Pradeep S. Mehta Secretary General, CUTS International
11.25- 11.45	Project Overview	Mr. Amarjeet Singh, Assistant Project Coordinator, CUTS CART
11.45 – 12.00	Special Address	Shri M L Mehta Former Chief Secretary, Govt of Rajasthan and President, CUTS International
12.00- 12.15	Special Address	Justice Sunil Kumar Garg President, Rajasthan State Consumer Dispute Redressal Commission
12.15- 12.35	Keynote Address by Guest of Honour	Shri Rajiv Agarwal Secretary to Govt of India, Ministry of Consumer Affairs, Food and Civil Supplies, Government of India
12.35- 12.40	Release of Project Brochure and launch of website	
12.40- 12.55	Project Launch & Inaugural Address by the Chief Guest	Shri Babu Lal Nagar Hon'ble Minister for Consumer Affairs, Food and Civil Supplies, Government of Rajasthan
12.55 – 13.00	Vote of thanks	Mr. Deepak Saxena Programme Officer, CUTS
13.00- 14.00	Lunch	

Orientation to District Partners		
March 18, 2010		
Technical Sessions (Only For Partner CSOs)		
14.00- 15.30.	Emerging challenges/issues in consumer protection and role of Consumer Organisations	Justice Vinod Shankar Dave Former President, Rajasthan State Consumer Dispute Redressal Commission
15.30-15.45	Tea Break	
15.45 – 17.00	New Challenges Before Consumers	Amarjeet Singh, CUTS CART
Day 2nd (March 18, 2010)		
9.30- 11.00	Origin & History of consumer movement & UN Guidelines on Consumer Protection	Deepak Saxena CUTS CART
11.00- 11.15	Tea Break	
11.15- 12.15	Introduction to Consumer Protection Act -Rationale and Objectives -Basic Concepts 1. Definition of Consumer 2. Definition of Service 3. Definition of Goods 4. Consumer Rights 5. Consumer Responsibilities.	Shri Rajesh Jain, Advocate
12.15- 13.15	Grievance Redressal 1. Consumer Protection Act, 1986 (COPRA) - Scope, Jurisdiction 2. Consumer Fora and Consumer Protection Councils - Role, Working, Jurisdiction 3. GRM - How to complain – Contents of complaint - Who can complain - Where to complain	Shri Haneef Mohd. Former President, District Consumer Redressal Forum, Jaipur II
1315-1330	Questions & Clarifications	
13.30-1400	Lunch	
1400- 1500	Executing Field Research, Managing CHIAS and other future plans	GRANIRCA Team