RECOMMENDATIONS

The recommendations have been divided into three sections training, education and consumer awareness.

1. Recommendations on training

PROCEEDINGS OF THE NATIONAL CONVENTION
Inaugural session

It is recommended that the Government in coordination with voluntary consumer organisations should draw up a National level Plan for various levels of training which have to be taken care of namely.

1. Training of trainers
2. Training of women workers
3. Management and Professional training of consumer activists
4. Introduction of consumer training programme in the syllabi of management institutes.
5. Training of non-judicial members
6. Training of public sector employees
7. Training of traders on matters relating to consumer protection

The group extends its total support to the Governments' initiative of setting up a National Institute of Consumers Affairs

II Recommendations on Education

On the assumption that there is no substitute to an educated consumer the entire group unanimously recommends adoption of consumer protection into the syllabi of schools and colleges.

1. The Group recommends that Consumer Education be incorporated in the National Education Policy.

2. The Group recommends that at the time of constitution of the syllabi by NCERT, a committee should be constituted and all members in this Convention and outside who have the expertise in the field of education be invited by NCERT to send in their suggestions and recommendations. A meeting inviting these interested parties be organised by NCERT and the syllabi accordingly worked out.

3. NCERT may use existing material on consumer protection which is being utilized by NCERT in various colleges and by CBSE in some schools and tailor them in such a fashion that it meets the needs of pré-primary, primary and secondary level students.

4. The University Grants Commission should be approached to give directive to all colleges to incorporate consumer education in the college syllabi.
III Recommendations on Consumer Awareness

1. As a first step to spreading consumer awareness this group passed the resolution that representatives attending the Convention would make sincere efforts to convey to consumer organisations in the State and to the State Government machinery about the deliberations and discussions which took place today, and would make all efforts to distribute the material received today widely and to contact village surpanches, village leaders and inform them about the outcome of today’s convention.

2. The Group recommends that more emphasis be given to an audio visual aids for spreading consumer awareness.

3. Yatra, street plays, street meetings, etc., could be some examples of effective methods of spreading consumer awareness.

4. Doordarshan, AIR should be thoroughly involved in consumer protection programmes in the form of interesting skits, debates and lively discussions.

IV Funding

All efforts on training, education and creation of consumer awareness can be carried out only when there are funds available. The Group recommends the necessity to tap the following sources of funding:

1. State Funding.

2. Business houses should be required to prepare and conduct education programmes in consultation with the government and voluntary consumer organisations.

3. Funding from public charitable foundations.

4. In cases of public interest litigations, possibility of having something similar to the Award of Attorney’s Fee Act as exists in USA may be explored.
A WORD OF CAUTION

By taking measures to spread consumer awareness, training consumer activists and educating the future citizens we would in effect be creating a demand which could only be met if measures are taken to simultaneously strengthen the infrastructure which has to be in place to cope with this demand. In other words, the existing consumer redressal machinery, MRTPC and other related enactments have to be strengthened. Serious thought has also to be given to setting up of alternate disputes redressal machinery.