

ELECTRICITY OMBUDSMAN & CONSUMER GRIEVANCE REDRESSAL LAWS ONLINE CERTIFICATE COURSE

**(WORLD'S FIRST COURSE ON ELECTRICITY OMBUDSMAN &
CONSUMER GRIEVANCE REDRESSAL LAWS)**

**AWARDED BY DR. GOPAL ENERGY FOUNDATION
(WWW.DGEF.IN)**

**REGISTRATION OPEN FOR BATCH
(OCTOBER – DECEMBER 2021)
LAST DATE TO AVAIL EARLY BIRD IS 15TH AUGUST
LAST DATE OF REGISTRATION IS 30TH SEPTEMBER**

ABOUT THE COURSE / ARE MY EMPLOYEES ELIGIBLE FOR THE COURSE ?

- THE NAME OF THE ONLINE COURSE IS “**ELECTRICITY OMBUDSMAN & CONSUMER GRIEVANCE REDRESSAL LAWS**”
- THE DURATION OF THE COURSE IS OF 3 MONTHS
- THE COURSE COMPRISES OF 6 MODULES
- THE COURSE IS OPEN FOR **ENGINEERS/MANAGERS FROM ACROSS THE WORLD WORKING IN ENERGY PSUS AND RENEWABLE ENERGY COMPANIES OR PROFESSIONALS LIKE LAWYERS/CA/CS/ANYONE ELSE WHO WANTS TO EXCEL IN ELECTRICITY OMBUDSMAN & CONSUMER GRIEVANCE REDRESSAL LAWS.**

HOW CAN I NOMINATE EMPLOYEES FOR THE COURSE ? WHAT IS THE REGISTRATION PROCESS ?

- ❑ **OPTION 1:** HUMAN RESOURCE DEPARTMENT HAS TO FILL IN **NOMINATION FORM (FORM 2)** AND SEND IT TO REGISTRAR, DR. GOPAL ENERGY FOUNDATION (MAXIMUM 12 EMPLOYEES]
- ❑ **OPTION 2:** FOR SELF REGISTRATION, FILL IN **REGISTRATION FORM (FORM 1)** AND SEND IT ALONG WITH THE PAYMENT DETAILS/DEMAND DRAFT REGISTRAR, DR. GOPAL ENERGY FOUNDATION
- ❑ **OPTION 3:** FOR ONLINE REGISTRATION VISIT <https://dgef.in/register> AND REGISTER YOURSELF ONLINE.

PLEASE KEEP THESE THINGS BEFORE STARTING ONLINE REGISTRATION-

- PASSPORT SIZE PHOTO.
- E-SIGNATURE.
- ID OF THE ORGANIZATION/INSTITUTION.

WHAT IS THE COURSE COVERAGE ?

THE DGEF'S ONLINE CERTIFICATE COURSE ON ELECTRICITY OMBUDSMAN & CONSUMER GRIEVANCE REDRESSAL LAWS HAS A TOTAL OF 6 MODULES-

- ❖ **Module 1** – IMPORTANCE OF CONSUMER GRIEVANCE REDRESSAL FORUM
- ❖ **Module 2** – ESTABLISHMENT OF CONSUMER GRIEVANCE REDRESSAL FORUM
- ❖ **Module 3** – ROLE OF ELECTRICITY OMBUDSMAN ON CONSUMER GRIEVANCE REDRESSAL FORUM
- ❖ **Module 4** – CONSUMER ADVOCACY CELL
- ❖ **Module 5** – NATIONAL AND STATE POLICIES AND LAWS REGARDING ELECTRICITY OMBUDSMAN AND CONSUMER GRIEVANCE REDRESSAL
- ❖ **Module 6** – JUDGEMENTS OF SUPREME COURT AND HIGH COURTS REGARDING ELECTRICITY OMBUDSMAN AND CONSUMER GRIEVANCE REDRESSAL

WHAT IS THE DURATION OF THE COURSE/COURSE CALENDAR?

Online Certificate Course on Electricity Ombudsman & Consumer Grievance Redressal Laws is a three month Course & would be conducted four times in a year as per following schedules:

BATCH	DURATION	LAST DATE OF REGISTRATION	EXAM SCHEDULE
A	JANUARY – MARCH	15 th December	1 ST April- 7 th April
B	APRIL – JUNE	15 th March	1 st July – 7 th July
C	JULY–SEPTEMBER	15 th June	1 st Oct – 7 th Oct
D	OCTOBER– DECEMBER	15 th September	1 st Jan – 7 th Jan

WHAT IS THE COURSE METHODOLOGY ?

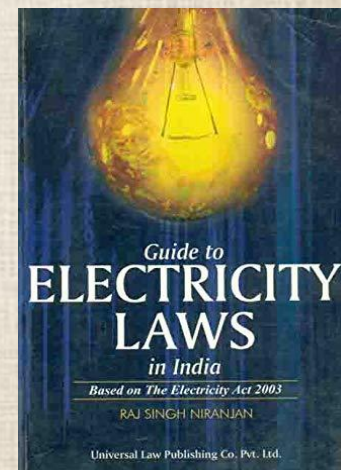
S.No.	Method of Study	Innovative and flexible study approach
1.	READ - Study of Course Modules	Exclusive access to DGEF web portal – 2 available every month. Total 6 comprehensive modules in three months
2.	WRITE - Article/Report Submission	Write article on any one topic of the module every month and upload at your convenience.
3.	WATCH – Live Interactive Session –Energy Dialogue with Raj Singh Niranjana & Energy Law Experts	Exclusive opportunity to watch expert sessions (applicable to flagship courses) and invitation to attend weekly orientation sessions

4.	GROUP DISCUSSIONS – Community Learning	<p>Become part of community of Energy Professionals on Whatsapp group and discuss and network for lifelong learning</p> <p>Additionally, Knowledge Capsules will be shared in the group.</p>
5.	ACCESS – VALUE ADDITION Commentaries, PPTs & Landmark Judgments	<ol style="list-style-type: none"> 1. Compilation of Landmark Judgments from Appellate Tribunal of Electricity and Supreme Court 2. Overview of modules in the form of powerpoint presentations 3. Detailed commentaries on Energy Treaties, Electricity Act, Electricity Rules, Electricity Regulations, Electricity Policies

EXCLUSIVE OPPORTUNITY TO WATCH/JOIN “ENERGY DIALOGUE WITH RAJ SINGH NIRANJAN” (12 EPISODES) (APPLICABLE FOR FLAGSHIP COURSES)



Author of First Book on
Electricity Act 2003



Expert Faculty of Electricity Laws @



DUAL CERTIFICATION PROGRAMME

- DGEF ONLINE COURSES ARE DUAL CERTIFICATION PROGRAMME.
- **CERTIFICATE 1- PARTICIPATION CERTIFICATE-** ALL DELEGATES ARE ELIGIBLE FOR PARTICIPATION CERTIFICATE. THE REGISTRAR AWARDS THE CERTIFICATE AFTER A MONTH OF JOINING THE COURSE.
- **CERTIFICATE 2- MERIT CERTIFICATE-** THIS IS AWARDED TO DELEGATES ON SUBMITTING MONTHLY ASSIGNMENTS AND ON SUCCESSFULLY COMPLETING THE ASSESSMENT THROUGH MULTIPLE CHOICE QUESTIONS. (THE DETAILS ARE PROVIDED IN THE NEXT SLIDES)

WHEN CAN I TAKE MCQ FINAL ASSESSMENT FOR AWARD OF CERTIFICATE ?

- FINAL ASSESSMENT CAN BE TAKEN WITHIN 7 DAYS OF THE COMPLETION OF THE COURSE.
- THE ASSESSMENT WILL HAVE 70 MULTIPLE CHOICE QUESTIONS, WHICH HAVE TO BE ANSWERED ONLINE.
- TIME DURATION OF THE EXAM WILL BE 35 MINUTES.

WHAT IS THE GRADING CRITERIA?

S.No	Marks	Grade
1.	91-100	A++
2.	71-90	A+
3.	61-70	A
4.	51-60	B+
5.	40-50	B

WHAT IS THE CERTIFICATE ELIGIBILITY CRITERIA ?

- TO GET THE FINAL CERTIFICATE, CANDIDATE WILL HAVE TO SECURE A TOTAL OF 40%, WHICH WILL BE OUT OF THE MONTHLY REPORT SUBMISSIONS (30%) AND A FINAL ASSESSMENT (70%).
 - THREE MONTHLY ASSIGNMENTS (10 MARKS X 3 = 30 MARKS)
 - MULTIPLE CHOICE QUESTION (70 MCQ = 70 MARKS)
- (COMPUTER GENERATES 70 MCQ FROM A QUESTION BANK OF 500 QUESTIONS)

WHAT IS THE COURSE FEE?

S.No.	CATEGORY OF CANDIDATE	Contribution
1.	Engineers & Managers working in Energy PSUs, Regulatory Commissions and Renewable Energy Companies	INR 9,000/- USD 132/-
2.	Professionals - Lawyers/Chartered Accountants / Company Secretaries	INR 9,000/- USD 132/-

Note:

1. Contribution/ Donation to Dr. Gopal Energy Foundation are exempted U/S 80G (5) (VI) of income Tax 1961 vide Order No. DEL-DE27894-14072017/8757. Hence no GST is applicable.
2. Government of India Niti Ayog, Unique ID, DL/2019/0223520.
3. Government of India, Trademark Registry No. 3446707/3446706

EARLY BIRD/STUDENT CONCESSION POLICY

(IN TERMS OF DGEF ONLINE COURSES REGULATION, 2021)

- THE COMPANY/ORGANIZATION IS ELIGIBLE FOR 5% DISCOUNT IF THEY NOMINATE 5 PLUS EMPLOYEE/EXECUTIVES AND 10% DISCOUNT IF THEY NOMINATE 10 PLUS EMPLOYEE/EXECUTIVES.
- EARLY BIRD DISCOUNT IS INR 1,000/- (USD 14) FOR CANDIDATES WHO REGISTER BEFORE 15TH AUGUST, 2021.
- ENGINEERING/MANAGEMENT/LAW STUDENTS CAN AVAIL STUDENT DISCOUNT OF INR 5,000/- (USD 67) ON SUBMISSION OF STUDENT IDENTITY CARD OF THEIR RESPECTIVE UNIVERSITY/COLLEGE OR A LETTER BY THE VICE-CHANCELLOR/HEAD OF THE INSTITUTION ADDRESSED TO REGISTRAR, DGEF INFORMING THAT THEY ARE BONAFIDE STUDENT OF THE INSTITUTION.
- IN TERMS OF REGULATION, ONLY 1 DISCOUNT FACILITY CAN BE AVAILED AT A TIME.

THANK YOU FOR SUPPORTING RIGHT TO ENERGY

CONTRIBUTIONS RECEIVED FROM NOMINATION OF CANDIDATE OR SELF REGISTRATION IS DONATED TO DR. GOPAL ENERGY FOUNDATION FOR PROMOTING RIGHT TO ENERGY MOVEMENT.

LETS TOGETHER WORK TO MAKE RIGHT TO ENERGY A FUNDAMENTAL RIGHT IN ALL THE CONSTITUTIONS OF THE WORLD AND INCLUDE IT IN THE UNIVERSAL DECLARATION OF HUMAN RIGHT AS A BASIC HUMAN RIGHT.

CONTRIBUTIONS / DONATION TO DR. GOPAL ENERGY FOUNDATION ARE EXEMPT U/S 80G (5) (VI) OF INCOME TAX 1961 VIDE ORDER NO. DEL-DE27894-14072017/8757.

DO YOU HAVE A RE-EXAMINATION POLICY ?

- **IN CASE OF FOLLOWING SITUATIONS, THE CANDIDATE CAN TAKE THE EXAM ON PAYMENT OF INR 900 EXAMINATION FEES WHICH IS SUBJECT TO THREE CHANCES ONLY.**
- THE CANDIDATE IS UNABLE TO TAKE EXAM AS PER SCHEDULED FOR WHATSOEVER REASONS (INCLUDING MEDICAL REASONS/ IMPORTANT MEETINGS/ OFFICIAL TOUR ETC).
- THE CANDIDATE IS UNABLE TO SECURE 40% AND ABOVE MARKS IN FIRST ATTEMPT.
- THE CANDIDATE WANTS TO IMPROVE MARKS FURTHER TO GET A BETTER GRADE.

LIST OF FEW POWER PSUs / ORGANIZATIONS / COMPANIES WHO HAVE JOINED & NOMINATED CANDIDATES



वाष्कोस लिमिटेड
WAPCOS LIMITED
(भारत सरकार का उपक्रम)
जल शक्ति मंत्रालय
(A Government of India Undertaking)
Ministry of Jal Shakti

इरेडा
IREDA
IS/ISO 9001:2015, ISO/IEC 27001:2013 Certified
(A Mini Ratna Category –I PSU)



नर्मदा नियंत्रण प्राधिकरण
NARMADA CONTROL AUTHORITY

Government of India
Ministry of New and Renewable Energy
Renewable Energy is Green, Clean and Sustainable



Delhi Electricity
Regulatory Commission

Haryana Power Generation Corporation Limited (HPGCL)



Haryana Power Generation Corporation Limited
(A Govt. of Haryana Undertaking)

National Thermal Power Corporation (NTPC Ltd)- Govt. of India Enterprise



NATIONAL THERMAL POWER CORPN. LTD.

SJVN Limited, Joint Venture of Govt. of India and Himachal Pradesh



SJVN LIMITED

(A Joint Venture of Govt. of India & Govt. of Himachal Pradesh
A 'Mini Ratna' & Schedule 'A' PSU | ISO 9001:2015 Certified Company
CIN: L40101HP1988GOI008409

UJVN Limited, Govt. of Uttarakhand Enterprise



UJVN Limited

(A Govt. of Uttarakhand Enterprise)

CIN NO : U40101UR2001SGC025866

Patratu Vidyut Utpadan Nigam Limited



Patratu Vidyut Utpadan Nigam Limited

A Subsidiary of NTPC Ltd. in JV with JBVNL

POWER TRANSMISSION COMPANIES WHO HAVE JOINED & NOMINATED CANDIDATES



POWER DISTRIBUTION COMPANIES WHO HAVE JOINED & NOMINATED CANDIDATES



CESC LIMITED

DELEGATES/ ENERGY EXPERTS/ SPEAKERS ACROSS THE WORLD WHO HAVE JOINED DGEF EVENTS/ ONLINE COURSES



UAE



CHINA



NIGERIA



POLAND



INDIA



SINGAPORE



FIJI



FRANCE



GERMANY



HONGKONG



SPAIN



CYPRUS



SRI LANKA



BANGLADESH



CAMEROON



KENYA



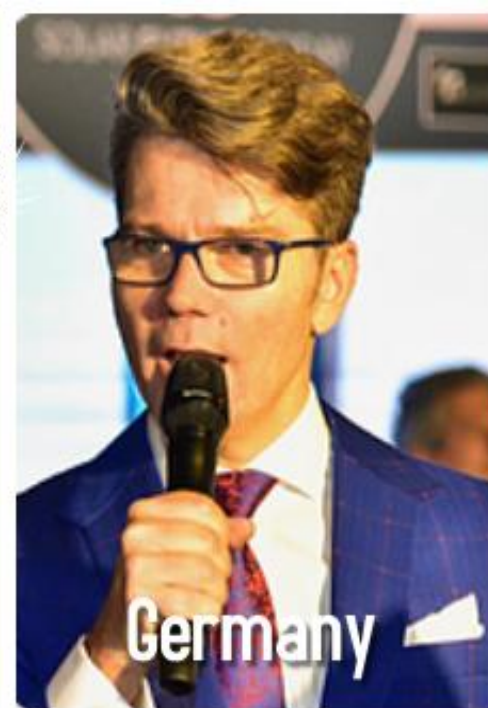
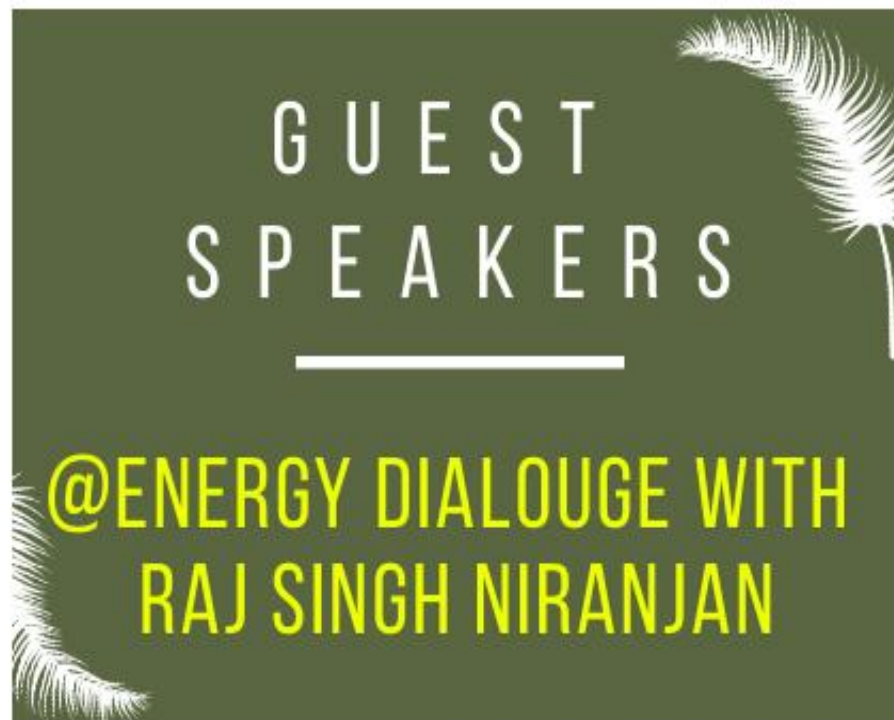
PORTUGAL



SOUTH KOREA



South Korea



Germany



India



Nigeria



Singapore



India

GOV'T. RECOGNITION'S/ APPROVAL'S







Copyright Office
Government of India



सत्यमेव जयते

Extracts from the Register of Copyrights

प्रारम्भ आरखी - 2 Form RG - 2	 भारत सरकार Government of India व्यापार चिन्ह रजिस्ट्री Trade Marks Registry व्यापार चिन्ह अधिनियम, 1999 Trade Marks Act, 1999 व्यापार चिन्ह के रजिस्ट्रेशन का प्रमाणपत्र, धारा 23 (2), नियम 56 (1) <i>Certificate of Registration of Trade Mark, Section 23 (2), Rule 56 (1)</i>	 क्रमिक नं. No. 181824				
व्यापार चिह्न संख्या / Trade Mark No. 3446707						
दिनांक / Date 02/01/2017						
ज. अंशका (J. No. 1823)						
यह प्रमाणित किया जाता है कि निम्न प्रकार चिह्न की सम्प्रतिष्ठ इच्छा प्राप्त संभव है, यह _____ के साथ ही उपरान्त। Certified that Trade Mark / a representation is annexed hereto, has been registered in the name(s) of: _____ DR. RAJNI PATEL NRIANJAN, 283 POCKET-L, SARITA VIHAR, NEW DELHI-110076, SERVICE PROVIDER, (Single Firm)						
Class	41	Under No.	3446707	as of the date	02 January 17	in respect of
Kids and service as well as food						
Class	Goods Description					
41	TECHNICAL CONSULTATION FOR POWER SECTORS & PUBLICATIONS OF JOURNAL "ENERGY FOR ALL", CSR FOR ENERGY COMPANIES, INTERNATIONAL ENERGY ARBITRATION CENTRE (IEAC), INTERNATIONAL ENERGY CONFERENCE, ONLINE CERTIFICATE COURSE ON ENERGY LAWS, TRANS INDIA MOOT COURT COMPETITION, TRAINING WORKSHOP FOR CAPACITY BUILDING IN ENERGY SECTOR, OTHER CONNECTED MATTERS FOR PROMOTING ENERGY SECURITY OF THE NATION & ENERGY FOR ALL.*					
						
व्यापार चिह्न रजिस्ट्री Trade Marks Registry MUMBAI				व्यापार चिह्न रजिस्ट्री Registrar of Trademarks		
<p><small>Registration is for 10 years from the date of application and may then be renewed for a period of 10 years and also at the expiration of each period of 10 years. we reserve full authority to issue a file so that it effectively address what is filed in it. This certificate is valid for legal proceedings or for obtaining Registration abroad. Remark :- you receive this address or any other place or, so without any other reason or so at all or after as shown in the office where the address given here shall remain. Note: Upon any change of ownership of this Trademark, or change in address, of the principal place of business or address for services in India a request should AT ONCE be made to register the change.</small></p>						

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SAMPLE/AWARD OF CERTIFICATE

DR. GOPAL ENERGY FOUNDATION

ENERGY FOR ALL! / ऊर्जा सबके लिए!

www.dgef.in

CERTIFICATE OF AWARD

THIS IS TO CERTIFY THAT

Dr. Vijay Singh

Enrollment No. _____

has successfully completed the

**"Electricity Ombudsman & Consumer Grievance
Redressal Laws Online Certificate Course"**

And He/She have been awarded "Grade A+"

Given under our hand and seal on

This, the 8th day of February 2021.

Raj Singh Niranjana

ENERGY LAW EXPERT &
MANAGING PARTNER, TRANS
INDIA LAW ASSOCIATES



Dr. Rajni Patel

PRESIDENT
DR. GOPAL ENERGY FOUNDATION

HOW CAN I PAY THE COURSE FEES?

S.No.	MODES OF PAYMENT	DETAILS
1.	BY RTGS/NEFT/ BY INTERNATIONAL TRANSFER	Dr. Gopal Energy Foundation, A/c No. 50200021957252, HDFC Bank, Branch Address- PLOT NO.-9, H & J BLOCK, LOCAL SHOPPING CENTRE, SARITA VIHAR, NEW DELHI-110076, MICR Code-110240072, IFSC Code-HDFC0000480, Swift Code-HDFCINBBDEL
2.	BY ECS/CASH DEPOSIT	Deposit cash at any Branch of HDFC across the India in favour of:- Dr. Gopal Energy Foundation, A/c No. 50200021957252
3.	BY DEMAND DRAFT/CHEQUE	The payment (Cheque / DD) should be drawn in favour of Dr. Gopal Energy Foundation, payable at New Delhi.
4.	BY CREDIT CARD/ DEBIT CARD	Swiping Machine Available at New Delhi Office- Dr. Gopal Energy Foundation, JA-121, 1 st Floor, DLF Tower-A, Jasola District Centre, New Delhi-110025
6.	BY PAYMENTS GATEWAY	Pay online through link- https://www.dgef.in/payment
	GST NO./PAN NO.	07AACTD3633N1ZK/AACTD3633N

MAY I KNOW THE AUTHOR OF THE COURSE?

	Managing Partner Trans India Law Associates (www.tila.in)
	Legal Adviser International Solar Alliance
	Founder, Dr. Gopal Energy Foundation (www.dgef.in)
	Legal Adviser, India Africa Youth Energy Forum (Kigali, Rwanda)
	Legal Adviser & Co – Chair Solar Business Club (Germany/France)
	President, Global Energy Arbitration Centre, India
	Author of Guide to Electricity Laws in India (First book on Electricity Act 2003) Author of Electricity laws Online Certificate Course



**SH.
RAJ SINGH
NIRANJANA**

**NOMINATE CANDIDATE TODAY @ REGISTRAR@DGEF.IN
OR SELF REGISTER ONLINE NOW @ WWW.DGEF.IN**

FOR MORE INFORMATION, PLEASE CONTACT:

WHATSAPP +91 9810070075/ MOB:+91-8860635075

EMAIL – REGISTRAR@DGEF.IN

DR. GOPAL ENERGY FOUNDATION

**DGEF SECRETARIAT, JA-121, DLF TOWER - A, JASOLA DISTRICT CENTER,
NEW DELHI-110025**

**TEL.:91-11-26943664 | FAX: 91-11-26970075 | WECHAT /WHATSAPP +91
9810070075**

EMAIL: REGISTRAR@DGEF.IN / INFO@DGEF.IN | WEBSITE: WWW.DGEF.IN

HAPPY LEARNING