**Name of Teacher: Seema Kwatra**

**Course : B.Com CBCS, Semester: 6**

**Paper BC 6.2(d) : Consumer Protection**

**Theory + Tutorial : 5 Credit hrs. (Five Lectures) + 2 Credit hrs. (One tutorial per group)**

**Subject Objectives**: To familiarize. the students for the procedure of redressal consumer complaints and the role of different agencies in establishing product and service standards so that students should be able to comprehend the interface between business firms and consumer and consumer related regulatory and business environment

**LESSON PLAN (for the year 2022-23)**

**(Unit-wise)**

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| UNIT/Lectures & Tutorials | Topics for student Preparation (INPUT) | Procedure (tools) | Evaluation with Assessment |
| **UNIT Ⅰ ( 13 Lectures & 2 Tutorials) Consumer & Market, Experiencing and voicing dissatisfaction** | Consumer and market, Nature of market, concept of consumer, Concept of price in retail & wholesale, MRP & Local Taxes, Fair price , labeling & packaging; Experience and voicing dissatisfaction, consumer satisfaction/ dissatisfaction, grievance complaints, consumer complaining behavior, alternative available to dissatisfied consumers, internal and external complain handling, corporate redressal system and Public redressal system | Lectures & Discussions, Use of Black board, Journal and Case studies | Assessment through test , assignments and Viva |
| **UNIT Ⅱ ( 13 Lectures & 32 Tutorials)The consumer Protection Act 1986** | Objectives and basic concepts, Consumers, Goods, Services, Defect in goods, Deficiency n service, spurious goods and services, Unfair trade [practice, restrictive trade practices; Organisational set up under the consumer protection Act- Advisory Bodies, Consumer protection council at central state & district level, basic consumer rights, adjudicatory bodies, District forums, State commission, national commission, their composition , powers and jurisdiction ( pecuniary & territorial), Role for supreme court under CPA | Lectures & Discussions, Use of Black board, Journal and Case studies | Assessment through test , assignment and Viva |
| **UNIT Ⅲ ( 13 Lectures & 2 tutorials) Grievances Redressal Mechanism under the Consumer Protectiion Act CPA Leading cases decide under CPA – Medical negligence, Banking , Insurance, housing and real estate, electricity , water , telecom services, education, Defective Product, Unfair trade practice** | Filing of complaint & handling of case, who can file a complain, grounds of filing a complaint, limitation period, procedure for filing and hearing of a complaint, disposal of case, relief/ remedy to be provided, temporary injunction, enforcement of order, appeal, frivolous and vexacious complaints, offences & Penalties | Lectures & Discussions, Use of Black board, Journal s and Case studies | Assessment through test, assignment and Viva |
| **Unit IV: Industry Regulators and Consumer Complaint Redressal Mechanism** | Banking Ombudsman; Insurance Ombudsman; Telecommunication: TRAI; Food Products: FSSAI; Advertising Standard Council of India; Real Estate Regulatory Authority. | Lectures & Discussions, Use of Black board, Journal s and Case studies | Assessment through test, assignment and Viva |
| **Unit Ⅴ: Consumerism Consumer Movement in India** | Evolution of Consumer Movement in India, Formation of consumer organisations and their role in consumer protection, Recent Developments in Consumer Protection in India, National Consumer Helpline, Citizen Charter, Product testing. Quality and Standardisation: Voluntary and Mandatory standards; Role of BIS, Indian Standards Mark (ISI), Hallmarking, Licensing and Surveillance, consumer grievance redressal under the BIS Act, 2016; Ag-mark, Overview ISO. | Lectures & Discussions, Use of Black board, Journal s and Case studies | Assessment through test, assignment and Viva |
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**Suggested reading ;**

**Aggarwal V.K. 2003 , Consumer protection ; Law and practice**

**Girimaji ,Pushpa 2002 Consumer right for everyone**

**Empowering consumer e-book, www. Consumeraffairs.nic..in**

**e-book,www.bis.org**

**The Consumer Protection Act 1986**