

Session 2023-2024**Part-A Introduction**

Subject	Commerce		
Semester	IV		
Name of the Course	Consumer Protection in India		
Course Code	B23-COM-404		
Course Type: (CC/MCC/MDC/ CCM/ DSEC/VOC/DSE/PC/AEC/ VAC	CC-M4(V)		
Level of the course (As per Annexure-I)	200-299		
Pre-requisite for the course (if any)	NIL		
Course Learning Outcomes (CLO)	After completing this course, the learner will be able to: 1. understanding the Consumer and Consumerism 2. knowledge of consumer rights and responsibilities 3. comprehend the complaint filing procedure and legal redressal machinery 4. examine the remedies available under the COPA, 2019		
Credits	Theory	Tutorial	Total
	03	01	04
Internal Assessment Marks	30	-	30
End Term Exam Marks	70	-	70
Exam Time	3 Hrs.		3 Hrs.

Part-B Contents of the Course**Instructions for Paper Setters**

- The examiner will set 9 questions in all covering the course learning outcomes (CLOs). Question No. 1 will be compulsory and comprises of seven parts of 2 marks each. Question Nos. 2 to 9 will carry 14 marks each, having two questions from each unit.
- Students are required to attempt 5 questions in all, selecting one question from each unit and the compulsory question.

Unit	Topics	Contact Hours
I	Conceptual Framework: Concept and evolution of Consumerism, Profile of the consumer, Consumer Dynamics; Concept of Goods and Services; Restrictive and unfair trade practice; An overview of Prevention of Food Adulteration Act; Overview of Competition Act, 2002; Overview of Standards of Weights and Measures Act, 1976; Overview of Essential Commodities Act, 1955; Drugs and Magic Remedies(Objectionable Advertisement) Act, 1954	17
II	Consumer Education and Organizations: Objectives, purposes	

	and role of consumer organizations; Role of media; Consumer education in India; International consumer organizations; Establishing a consumer organization; Investor Protection Measures of SEBI.	13
III	The Consumer Protection Act, 2019: Salient features, important terms, consumer rights, consumer responsibilities, consumer and corporate social responsibility; United Nations and the guidelines for consumer protection, Comparison of the COPA, 1986 and 2019.	15
IV	Redressal mechanism: Guidelines for filing consumer complaints, Grievance redressal mechanism and limitations; Role of Voluntary Consumer Organization (VCOs) in redressal of consumer; Alternative dispute redressal mechanism: National consumer helpline; Complaint to Ombudsman, Arbitration, Median, Conciliation.	15
V*		
Suggested Evaluation Methods		
Internal Assessment:		End Term Exam
<ul style="list-style-type: none"> ➤ Theory Class Participation Seminar/Presentation/Assignment/Quiz/Class Test etc. Mid Term Exam 		
Part-C Learning Resources		
Recommended Books/E-Resources/LMS:		
<ul style="list-style-type: none"> • Consumer Protection Law & Practice: A Comprehensive Guide to Consumer Protection Law, Taxmann Publications. • Kapoor Sheetal, (2019) Consumer Affairs and Customer Care, 2nd Edition, Galgotia Publishing Company. • Rajyalaxmi Rao, Consumer is King, Universal Law Publishing Company • S.C. Mehta, Indian Consumer, Tata McGraw Hill, New Delhi • The Consumer Protection Act, 1986 and 2019. • V.K. Aggrawal, Consumer Protection: Law and Practice, Bharat Law House, Delhi 		

* Applicable for courses having practical component.