

# Shyam Lal College, University of Delhi

## Model Course Handout/Lesson Plan

<b>Course Name : B.Com. (Prog.): Semester – VI (CBCS)</b>						
Semester	Course Code	Course Title	Lecture (L)	Tutorial (T)	Practical (P)	Credit (C)
VI	BC 6.2 (c)	CONSUMER PROTECTION	60			06
Teacher/Instructor(s)		Dr. Gurmeet Singh				
Session		2023 - 2024				

### Course Objective:

This paper seeks to familiarize the students with their rights and responsibilities as a consumer, the social framework of consumer rights and legal framework of protecting consumer rights. The student should be able to comprehend the business firms' interface with consumers and the consumer related regulatory and business environment.

### Course Learning Outcomes:

CO1: understand the importance of consumer buying process and to identify the alternatives available to dissatisfied consumers.

CO2: learn how to pursue the consumer rights under consumer protection act 1986.

CO3: understand the procedure of filing a complaint.

CO4: analyse the role of industry regulators in consumer protection.

CO5: comprehend the hearings, enquiry and appeal provisions.

### Lesson Plan:

Unit No	Learning Objective	Lecture No	Topics to be covered
1	Conceptual Framework	1	Introduction, Concept of Consumers – What is consumer buying behavior?
		2	
		3	Types of Buying Behaviour, Consumer Buying Process
		4	Consumer Buying Motives – Internal & External Motives.
		5 & 6	Marketplace, Marketspace, Classification of Markets – Traditional and Modern
		7	E-Commerce and its Category, What is Grey Market? Ethics in Advertising
		8	When is Advertising Deceptive? Legal Aspects of Advertising, Self-Regulation by the Advertising Industry, Agencies Involved in Self-Regulation, Need for

		9	Consumer Action, Advertising Dos and Don'ts
		10	Concept of Price – An Introduction, General Factors Determining Price, MRP
		11	– Advantages, Disadvantages & Criticism against MRP
		12	Wholesale Price and Retail Price, Key difference between them, Taxes in India – Local Taxes, Fair and Reasonable Price
		13	
2	THE CONSUMER PROTECTION ACT, 1986	14 & 15	An Introduction, Objectives of CPA 1986, Basic Definitions, Needs for Consumer Protection, Rights of Consumers under CPA 1986, Duties of the Consumers.
		16	Introduction to Organizational Setup under CPA, Advisory Bodies,
		17 & 18	The Adjudicatory Bodies under CPA 1986, Highlights from New CPA 2019
3	GRIEVANCE REDRESS MECHANISM UNDER THE CPA, 1986	19	An Introduction, who can file a Complaint? Grounds of Filing A Complaint, Content of Complaint, Where should the Complaint be Filed?
		20	Reliefs Available to Consumers, Procedure for Filing the Complaint,
		21	Jurisdiction of Appeals, Temporary Injunction, Filing a Complaint in Consumer Forum – Advantages and Fee Structure.
		22	Leading Cases: Medical Negligence
		23	Banking
		24	Insurance
		25	Housing & Real Estate
		26	Electricity
		27	Education
		28	Defective Products
		29	Unfair Trade Practices.
4	Industry Regulators and Consumer Complaint Redressal Mechanism	30	Other Leading Cases
		31 & 32	Telecommunications
		33	Insurance: Insurance Regulatory and Development Authority of India and Banking
		34	Food Items: Food Safety and Standards Authority of India
		35	Electricity Supply: Delhi Electricity Regulatory Communication
		36	Civil Aviation: DGCA
5	Consumerism	37	RERA Act
		38	<b>Consumer Movement in India:</b> Evolution of Consumer Movement in India
		39	Formation of consumer organisations and their role in consumer protection,
		40	Recent Developments in Consumer Protection in India,
		41	National Consumer Helpline, Citizen Charter, Product testing.
		42	<b>Quality and Standardisation:</b> Voluntary and Mandatory standards
		44	Role of BIS, Indian Standards Mark (ISI), Hallmarking Mandatory BIS Certification – 109 Products, ISO 10000 Series of Quality Standards

		45	Licensing and Surveillance
		46	consumer grievance redressal under the BIS Act, 2016;
		47	Ag-mark, Overview ISO.
	Assessment and Project Work	48	Discussion of Previous Year question papers, Case Studies followed by Assessment and Project Work
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	Unit 1 - 5	53 - 60	Revision

**Evaluation Scheme:**

No.	Component	Duration	Marks
1	Internal Assessment		25
	• Quiz		
	• Class Test		
	• Attendance		
	• Assignment		
2	End Semester Examination	3 Hrs.	75