

# B.COM. SEMESTER – 5

4	DSE – 2	Consumer Protection - 1
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Name of the Course:	<b>Consumer Protection - 1</b>
Course credit:	<b>03</b>
Teaching Hours:	<b>45 (Hours)</b>
Total marks:	<b>100</b>
Distribution of Marks:	<b>70 Marks semester end examination</b> <b>30 Marks Internal assessments (CCA)</b>

## Objectives:

The aim of this paper is that the student should be able to comprehend the business firms' interface with consumers and the consumer related regulatory and business environment

Unit	Content	No. of Lectures
1	<b>CONCEPTUAL FRAMEWORK:</b> <ul style="list-style-type: none"> <li>- Introduction</li> <li>- Consumer and Markets</li> <li>- Concept of Consumer</li> <li>- Nature of markets</li> <li>- <b>Concept of Price</b> <ul style="list-style-type: none"> <li>➤ Retail and Wholesale</li> <li>➤ Maximum Retail Price (MRP)</li> <li>➤ Local Taxes</li> <li>➤ Fair Price</li> </ul> </li> <li>- Labeling and Packaging</li> </ul>	11
2	<b>EXPERIENCING AND VOICING DISSATISFACTIONS:</b> <ul style="list-style-type: none"> <li>- Introduction</li> <li>- Consumer Satisfaction and dissatisfaction-</li> <li>- Grievances and Complaints</li> <li>- Consumer Complaining Behaviour</li> <li>- Alternatives available to Dissatisfied Consumers</li> <li>- Internal and External Complaint handling</li> <li>- Corporate Redress Systems and Public Redress Systems</li> </ul>	11
3	<b>THE CONSUMER PROTECTION ACT -1986 [CPA-1986]:</b> <ul style="list-style-type: none"> <li>- Introduction</li> <li>- Objectives and Basic Concepts of the CPA - 1986</li> <li>- <b>Definitions under the Act:</b> <ul style="list-style-type: none"> <li>➤ Consumer</li> <li>➤ Goods and Service,</li> <li>➤ Defect in goods,</li> <li>➤ Deficiency in service</li> </ul> </li> </ul>	11



	<ul style="list-style-type: none"> <li>➤ Spurious goods and services</li> <li>➤ Unfair trade practice</li> <li>➤ Restrictive trade practice</li> </ul>	
4	<p><b>ORGANIZATIONAL SET-UP UNDER THE CPA-1986:</b></p> <ul style="list-style-type: none"> <li>- Introduction</li> <li>- <b>Advisory Bodies:</b> <ul style="list-style-type: none"> <li>➤ Consumer Protection-Councils at the Central</li> <li>➤ State and District Levels-Basic Consumer Rights</li> </ul> </li> <li>- <b>Adjudicatory Bodies:</b> <ul style="list-style-type: none"> <li>➤ District Forums-State Commissions</li> </ul> </li> <li>- <b>National Commission:</b> <ul style="list-style-type: none"> <li>➤ Composition-Powers-Jurisdiction (Pecuniary and Territorial)</li> </ul> </li> <li>- Role of Supreme Court under the CPA-1986</li> </ul>	12
<b>Total Lectures</b>		<b>45</b>

#### **SUGGESTED READINGS AND REFERENCE BOOKS:**

1. Singhania, Vinod K. and Monica Singhania: Students' Guide to Income Tax University Edition, Taxmann Publications Pvt. Ltd., New Delhi.
2. Ahuja, Girish and Ravi Gupta : Systematic Approach to Income Tax Bharat, Law House, Delhi
3. V.K.Singhaniya & Monica Singhaniya - Publication-Taxmann
4. Journals- 'Income Tax Reports' Company Law Institute of India Pvt. Ltd. Chennai
5. Journals- 'Taxman' Taxman Allied Services Pvt. Ltd., New Delhi
6. Journals- 'Current Tax Reporter' Jodhpur

**Note: Latest edition of text books and Software may be used.**

