

## B.COM. SEMESTER – 6

|   |         |                         |
|---|---------|-------------------------|
| 4 | DSE – 2 | Consumer Protection - 2 |
|---|---------|-------------------------|

Name of the Course: **Consumer Protection - 2**

Course credit: **03**

Teaching Hours: **45 (Hours)**

Total marks: **100**

### Objectives:

The objective 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>GRIEVANCE REDRESS MECHANISM UNDER THE CPA-1986:</b> <ul style="list-style-type: none"> <li>- Introduction</li> <li>- Who can file a complaint?</li> <li>- Grounds of filing a complaint</li> <li>- Limitation period</li> <li>- Procedure for filing</li> <li>- Hearing of a complaint and Disposal of cases</li> <li>- Relief/Remedy to be provided</li> <li>- Temporary Injunction</li> <li>- Enforcement of order</li> <li>- Appeal</li> <li>- Frivolous and Vexatious complaints</li> <li>- Offences and penalties</li> </ul> | 11              |
| 2    | <b>INDUSTRY REGULATORS AND CONSUMER COMPLAINT REDRESS MECHANISM:</b> <ul style="list-style-type: none"> <li>- Introduction</li> <li>- Banking: RBI and Banking Ombudsman</li> <li>- Insurance: IRDA and Insurance Ombudsman</li> <li>- Telecommunication: TRAI</li> <li>- Food Products: FSSAI (An overview)</li> <li>- Electricity Supply: Electricity Regulatory Commission</li> <li>- Advertising: ASCI</li> </ul>  | 12              |
| 3    | <b>CONSUMERISM IN INDIA:</b> <ul style="list-style-type: none"> <li>- Introduction</li> <li>- Evolution of Consumer Movement in India</li> <li>- Formation of consumer organizations and their role in consumer protection</li> </ul>  | 11              |



|                       |   |           |
|-----------------------|---|-----------|
|                       | <ul style="list-style-type: none"> <li>- Recent developments in Consumer Protection in India,</li> <li>- National Consumer Helpline</li> <li>- Citizens Charter</li> <li>- Product testing</li> </ul>   |           |
| 4                     | <b>QUALITY AND STANDARDIZATION:</b> <ul style="list-style-type: none"> <li>- Introduction</li> <li>- Voluntary and Mandatory standards</li> <li>- Role of BIS</li> <li>- Indian Standards Mark (ISI)</li> <li>- Ag-mark</li> <li>- Hallmarking</li> <li>- Licensing and Surveillance</li> <li>- ISO: An overview</li> </ul> | <b>11</b> |
| <b>Total Lectures</b> |   | <b>45</b> |

#### **Suggested Readings and Reference Books:**

1. Khanna, Sri Ram, Savita Hanspal, Sheetal Kapoor, and H.K. Awasthi. Consumer Affairs” (2007) Delhi University Publication.
2. Aggarwal, V. K. (2003). Consumer Protection: Law and Practice. 5th ed. Bharat Law House, Delhi, or latest edition.
3. Girimaji, Pushpa (2002). Consumer Right for Everyone Penguin Books.
4. Nader, Ralph (1973). The Consumer and Corporate Accountability. USA, Harcourt Brace
5. Jovanovich, Inc.
6. Sharma, Deepa (2011). Consumer Protection and Grievance-Redress in India: A Study of
7. Insurance Industry (LAP LAMBERT Academic Publishing GmbH & Co. KG Saarbrücken, Germany.
8. Rajyalaxmi Rao, Consumer is King, Universal Law Publishing Company
9. Empowering Consumers e-book, [www.consumeraffairs.nic.in](http://www.consumeraffairs.nic.in)
10. e-book, [www.bis.org](http://www.bis.org)
11. The Consumer Protection Act, 1986

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

