



**C.U.SHAH UNIVERSITY**  
**VBT's Institute of Commerce,**  
**Wadhwan city**  
**W.e.f.- June 2018**

**FACULTY OF COMMERCE**

**DEPARTMENT OF:** - Bachelor of Commerce (B.Com)

**SEMESTER:** - V

**CODE:** - 4CO05CPR1

**NAME:** Consumer Protection-I

**Teaching & Evaluation Scheme:-**

Sr. No	Subject Code	Name of the Subject	Teaching Hours / Week				Credits	Evaluation Scheme							
			Th	Tu	Pr	Total		Theory				Practical			Total Marks
								Sessional Exam		University Exam		Internal		University	
								Marks	Hr/s	Marks	Hr/s	Pr / Viva	TW	Pr	
1	4CO05CPR1	Consumer Protection-I	3	--	--	3	3	30	1 <sup>1</sup> / <sub>2</sub>	70	3	--	--	--	100

**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

**Course Outline**

Units	Content	No. of Hours
<b>1</b>	<p><b>CONCEPTUAL FRAMEWORK:</b></p> <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></li> <li>- Retail and Wholesale</li> <li>- Maximum Retail Price (MRP)</li> <li>- Local Taxes</li> <li>- Fair Price</li> <li>- Labeling and Packaging</li> </ul>	<b>11</b>

<b>2</b>	<b>EXPERIENCING AND VOICING DISSATISFACTIONS:</b> - Introduction - Consumer Satisfaction and dissatisfaction- - Grievances and Complaints - Consumer Complaining Behaviour - Alternatives available to Dissatisfied Consumers - Internal and External Complaint handling - Corporate Redress Systems and Public Redress Systems	<b>11</b>
<b>3</b>	<b>THE CONSUMER PROTECTION ACT -1986 [CPA-1986]:</b> - Introduction - Objectives and Basic Concepts of the CPA - 1986 - <b>Definitions under the Act:</b> - Consumer - Goods and Service - Defect in goods - Deficiency in service - Spurious goods and services - Unfair trade practice - Restrictive trade practice	<b>11</b>
<b>4</b>	<b>ORGANIZATIONAL SET-UP UNDER THE CPA-1986:</b> - Introduction - Advisory Bodies: - Consumer Protection-Councils at the Central - State and District Levels-Basic Consumer Rights - Adjudicatory Bodies: - District Forums-State Commissions - National Commission: - Composition-Powers-Jurisdiction (Pecuniary and Territorial) - Role of Supreme Court under the CPA-1986	<b>12</b>
<b>Total Hours</b>		<b>45</b>

**Learning Outcomes :-**

**Theoretical Outcome:-** Students can learn Theoretical aspect of Consumer Protection

**Teaching and Learning methodology:-** The following pedagogical tools will be Used to teach this course:

- (A) Lectures
- (B) Case discussions
- (C) Assignments / Class participation / Quiz etc.

**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