



**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:** - VI  
**CODE:** - 4CO06CPR1  
**NAME:** Consumer Protection-II

**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		Uni ver sity	
								Marks	Hr/s	Marks	Hr/s	Pr / Viva	T W	Pr	
1	4CO06CPR1	Consumer Protection-II	3	--	-	3	3	30	1 <sup>1</sup> / <sub>2</sub>	70	3	--	--	--	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

**Course Outline:**

Unit	Content	No.of Hours
1	<p><b>GRIEVANCE REDRESS MECHANISM UNDER THE CPA- 1986:</b></p> <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> <p><b>INDUSTRY REGULATORS AND CONSUMER COMPLAINT REDRESS MECHANISM:</b></p>	12

	<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>	
<b>3</b>	<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> <li>- Recent developments in Consumer Protection in India,</li> <li>- National Consumer Helpline</li> <li>- Citizens Charter</li> <li>- Product testing</li> </ul>	<b>11</b>
<b>4</b>	<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 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. 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 Jovanovich, Inc.
5. Sharma, Deepa (2011). Consumer Protection and Grievance-Redress in India: A Study of