

**SARDAR PATEL UNIVERSITY**  
**Vallabh Vidyanagar, Gujarat**  
**(Reaccredited with 'A' Grade by NAAC (CGPA 3.11))**  
**Programme: B.COM Semester: VI**  
**Syllabus with effect from the Academic Year:**

<b>B.COM. SEMESTER-VI</b>		
<b>Paper Code</b>	<b>Title of the Paper</b>	<b>Total Credit</b>
<b>UB06SCOM72</b>	<b>Consumer Protection-II</b>	<b>3</b>

<b>Course Objectives</b>	To impart knowledge in the area of Consumer protection
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<b>Unit</b>	<b>Description in Detail</b>	<b>Credit</b>
1	<p><b><u>Conceptual Framework:</u></b>  <b>Consumer and Markets:</b>            Concept of Consumer, Nature of markets, Concept of Price in Retail and Wholesale, Maximum Retail Price (MRP) and Local Taxes, Fair Price, Labeling and Packaging.</p> <p><b>Experiencing and Voicing Dissatisfaction:</b>            Consume satisfaction/dissatisfaction-Grievances- Complaint, Consumer Complaining Behaviors: Alternatives available to Dissatisfied Consumers; Internal and External Complaint handling: Corporate Redress Systems and Public Redress Systems</p> <p><b>The Consumer Protection Act, 1986 (CPA) Objectives and Basic Concepts:</b>            Consumer, Goods, Service, Defect in goods, Deficiency in service, Spurious goods and services, Unfair trade practice, Restrictive trade practice.</p> <p><b>Organizational set-up under the Consumer Protection Act:</b> Advisory Bodies: Consumer Protection Councils at the Central, State and District Levels, Basic Consumer Rights;</p> <p><b>Adjudicatory Bodies:</b> District Forums, State Commissions, National Commission: Their Composition, Powers, and Jurisdiction (Pecuniary and Territorial), Role of Supreme Court under the CPA.</p>	25%
2	<p><b>Grievance Redress Mechanism under the Consumer Protection Act, 1986</b>            Who can file a complaint? Grounds of filing a complaint; Limitation period; Procedure for filing and hearing of a complaint; Disposal of cases, Relief/Remedy to be provided; Temporary Injunction, Enforcement of order, Appeal, frivolous and vexatious complaints; Offences and penalties.</p> <p><b>Seven Leading Cases decided under Consumer Protection Act:</b>            Medical Negligence; Banking; Insurance; Housing &amp; Real Estate; Electricity, Water, and Telecom Services; Education; Defective Product;</p>	25%

	Unfair Trade Practice.	
3	<b>Industry Regulators and Consumer Complaint Redress Mechanism</b> i. Banking: RBI and Banking Ombudsman ii. Insurance: IRDA and Insurance Ombudsman iii. Telecommunication: TRAI iv. Food Products: FSSAI (an overview) v. Electricity Supply: Electricity Regulatory Commission Advertising: ASCI	25%
4	<b>Consumerism in India</b> <b>Consumer Movement in India:</b> Evolution of Consumer Movement in India. Formation of consumer organizations and their role in consumer protection, Recent developments in Consumer Protection in India, National Consumer Helpline, Citizens Charter, Product testing. <b>Quality and Standardization:</b> Voluntary and Mandatory standards; Role of BIS, Indian Standards Mark (ISI), Ag-mark, Hallmarking, Licensing and Surveillance; ISO: An overview	25%