

**SARDAR PATEL UNIVERSITY**  
**PROGRAMME: B.COM. (HONS') (3 Years)**  
**(International Accounting and Corporate Banking & Insurance)**  
**(Under Choice Based Credit System Based on UGC Guidelines)**  
**Syllabus with effect from: December-2020**  
**Semester: VI**

<b>Paper Code: UB06SCOH23</b>	<b>Total Credits: 3</b>
<b>Title of Paper: Consumer Protection</b>	
<b>Objective:</b> The objective of this course is to educate students on the various rights and responsibilities of consumers in India. It also provides an overview of the legal aspects of consumer protection and the various government bodies associated with consumer protection. It emphasizes on the ethical issues of businesses and their redressal mechanism.	

Unit No.	Description in Detail	Weightage
1	<b>Basic Concepts</b> <ul style="list-style-type: none"> <li>• Meaning of Consumer</li> <li>• History and evolution of Consumerism</li> <li>• Concept of Consumer Protection</li> <li>• Need for Consumer Protection</li> <li>• Consumer Movement</li> </ul>	25%
2	<b>Consumer Protection Law</b> <ul style="list-style-type: none"> <li>• Concept of Consumer Protection Law in Ancient India</li> <li>• Rights of Consumers</li> <li>• Responsibilities of Consumers</li> <li>• Salient features of Consumer Protection Act, 1986</li> </ul>	25%
3	<b>Consumer Protection in Services Sector</b> <ul style="list-style-type: none"> <li>• Consumerism in Services Sector</li> <li>• Unfair Trade Practices</li> <li>• Consumer Rights in Banking Industry</li> <li>• Consumer Rights in Insurance Industry</li> </ul>	25%
4	<b>Grievance Rederessal</b> <ul style="list-style-type: none"> <li>• Machinery for settlement of grievances <ul style="list-style-type: none"> <li>○ National Commission</li> <li>○ State Commission</li> <li>○ District Forum</li> </ul> </li> <li>• Procedure of filing complaints</li> <li>• Case Studies on Consumer Protection</li> </ul>	25%

**Evaluation : Internal : 40 Marks (Theory)**  
**: External: 60 Marks (Theory) – Two Hours Examination**

**Reference Books:**

- Marketing Management – C.B.Gupta
- Consumer Rights in Services Sector – V.N.Vishwanathan
- Textbook on Consumer Protection Law – H.K.Saharay
- Consumer Protection Laws – Anoop Kaushal
- Law of Consumer Protection – Singh Avatar