

SARDAR PATEL UNIVERSITY
Programme: M.Sc (Home Science)
Subject: Family Resource Management
Semester: I
Syllabus with Effect from: June - 2013

Paper Code: PH01EFRM01	Total Credit: 4
Title Of Paper: Consumer Information & Redressal	

Unit	Description in detail	Weightage (%)
I	Consumer Movement Origin & Growth Philosophy, Objectives Consumer Movements in Developed Countries & Global Experience – A Brief Overview. Indian Experience, Reasons for Slack in Consumer Movement. Future of Consumer Movement in India.	
II	Consumer Protection Legal problems in buying & paying for goods & services. Consumer representation – Govt. Agencies, consumer organizations, legal cells in industries, public interest legislation. Quality control & standardization – national & global	
III	Consumer Information Need & significance Sources Consumer services – Public & Private – Merits & limitations. Institutional support – Corporate accountability, Government policies & responsibilities Do's & Don't towards better consumerism.	
IV	Consumer Redressal Consumer Protection Act, 1986. Definitions of consumer, complaint, complaint service, unfair trade practices as given in CPA. Procedure for filing a complaint appeal to district, state & national commissions. Some tips for ensuring redressal.	
V	Alternative redressal mechanism for consumer grievances. Verbal & written complaints. Media connected services. Third party assistance – Arbitrator, ombudsman Institutional assistance Lok adalats Public interest litigation Government & other agencies	
VI	Project & Research in Consumer Affairs – Visit to Consumer Redressal Forums.	

