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|-----------------------|------------------------------------|
| <b>COURSE TITLE</b>   | <b>LAW AND CONSUMER PROTECTION</b> |
| <b>COURSE CODE</b>    | <b>10BH1505</b>                    |
| <b>COURSE CREDITS</b> | <b>3</b>                           |

**Objective:**

- 1 To introduce the concept of 'consumer' and the evolution of consumer rights, emphasizing the need for protection and international consumerism movements.
- 2 To familiarize students with the legal framework of the Consumer Protection Act, 2019, and the organizational structure for consumer dispute resolution, highlighting the evolution of laws in India.
- 3 To provide an in-depth understanding of grievance redress mechanisms, procedures, and legal remedies under the Consumer Protection Act, 2019.
- 4 To explore the roles of sector-specific regulatory bodies and government initiatives in consumer protection across industries such as banking, insurance, and food safety.
- 5 To examine contemporary issues and emerging trends in consumer protection, including unfair trade practices, eco-labeling, and digital consumer rights.

**Course Outcomes:** After completion of this course, student will be able to:

- 1 Explain the definition of 'consumer,' trace the history of consumer rights, and understand the global need for consumer protection.
- 2 Compare the Consumer Protection Act, 1986 with the 2019 Act, and describe the legal framework and organizational setup for consumer protection
- 3 Identify procedures for filing consumer complaints, outline grievance redress mechanisms, and evaluate legal remedies and penalties
- 4 Assess the functioning of regulatory bodies like the RBI and FSSAI, and analyze the impact of government initiatives on consumer protection.
- 5 Critically evaluate issues such as advertising ethics, green consumerism, and data privacy, proposing solutions for evolving consumer protection challenges.

**Pre-requisite of course:**None

**Teaching and Examination Scheme**

| <b>Theory Hours</b>    | <b>Tutorial Hours</b>                                                                                                                                                                              | <b>Practical Hours</b> | <b>ESE</b> | <b>IA</b> | <b>CSE</b> | <b>Viva</b> | <b>Term Work</b>     |
|------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------|------------|-----------|------------|-------------|----------------------|
| 2                      | 1                                                                                                                                                                                                  | 0                      | 0          | 0         | 0          | 50          | 50                   |
| <b>Contents : Unit</b> | <b>Topics</b>                                                                                                                                                                                      |                        |            |           |            |             | <b>Contact Hours</b> |
| 1                      | <b>Introduction</b><br>Definition of 'Consumer' under the Act, Historical development of consumer rights, Need for consumer protection, UN Guidelines on consumer protection, Consumerism Movement |                        |            |           |            |             | 5                    |

| <b>Contents :<br/>Unit</b> | <b>Topics</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | <b>Contact<br/>Hours</b> |
|----------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------|
| 2                          | <b>Legal Framework for Consumer Protection in India</b><br>Salient Features of the Consumer Protection Act, 2019, Difference between the Consumer Protection Act, 1986 and the Consumer Protection Act, 2019, Definition of Key Terms (Deficiency, Defect, Unfair Trade Practices, etc.), Organizational set-up under the Consumer Protection Act (Consumer Protection Councils, Central Consumer Protection Authority, Consumer Disputes Redressal Commission-District, State and National) | 10                       |
| 3                          | <b>Grievance Redress Mechanism under the Consumer Protection Act, 2019</b><br>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                                                                                                                 | 5                        |
| 4                          | <b>Sector-Specific Regulatory Bodies and Government Initiatives</b><br>RBI and Banking Ombudsman, IRDA and Insurance Ombudsman, Food Products: FSSAI (an overview), Electricity Supply: Electricity Regulatory Commission, Government Initiatives for Consumer Awareness and Protection (National Consumer Helpline (NCH), 'Jago Grahak Jago' campaign, Consumer Mediation Cells)                                                                                                            | 5                        |
| 5                          | <b>Emerging Issues in Consumer Protection</b><br>Advertising and Unfair Trade Practices., Green Consumerism and Eco-labeling, Data Privacy, and Consumer Rights in the Digital Age                                                                                                                                                                                                                                                                                                           | 5                        |
| <b>Total Hours</b>         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | <b>30</b>                |

#### **Suggested List of Experiments:**

| <b>Contents :<br/>Unit</b> | <b>Topics</b>                                                                                         | <b>Contact<br/>Hours</b> |
|----------------------------|-------------------------------------------------------------------------------------------------------|--------------------------|
| 1                          | <b>Issues Related to Law and Consumer Protection</b><br>Issues Related to Law and Consumer Protection | 15                       |
| <b>Total Hours</b>         |                                                                                                       | <b>15</b>                |

#### **Textbook :**

- 1 Law of Consumer Protection: Principles and Practice. , Singh, A. , Eastern Book Company, 2015

#### **References:**

- 1 Law of Consumer Protection in India. , Law of Consumer Protection in India. , Majumdar, P.K. , Orient Publishing Company, 2018
- 2 Consumer Protection Law and Practice. , Consumer Protection Law and Practice. , Agarwal, V.K. , Bharat Law House Pvt. Ltd., 2024
- 3 The Law of Consumer Protection in India: Justice Within Reach, The Law of Consumer Protection in India: Justice Within Reach, Singh, G. , Deep & Deep Publications, 1996

### References:

- 4 . Consumer Protection in India: Issues and Concerns. , . Consumer Protection in India: Issues and Concerns. , Mishra, M.N. , Ayushamna Publication Publications, 2013

### Suggested Theory Distribution:

The suggested theory distribution as per Bloom's taxonomy is as follows. This distribution serves as guidelines for teachers and students to achieve effective teaching-learning process

| Distribution of Theory for course delivery |            |       |         |          |                                  |
|--------------------------------------------|------------|-------|---------|----------|----------------------------------|
| Remember / Knowledge                       | Understand | Apply | Analyze | Evaluate | Higher order Thinking / Creative |
| 10.00                                      | 15.00      | 20.00 | 20.00   | 20.00    | 15.00                            |