



Shri Vile Parle Kelavani Mandal'S

NARSEE MONJEE COLLEGE OF COMMERCE & ECONOMICS

NAAC Reaccredited "A" Grade, CGPA - 3.42



Program: B. Com Honours				Semester: IV							
Course: Consumer Protection Law				Code: NACPL255							
Academic Year: 2024-2025											
Teaching Scheme				Evaluation Scheme							
Lecture	Practical	Tutorial	Credit	Internal Continuous Assessment (ICA) (weightage)	Term End Examinations (TEE) (weightage)						
30	-	-	02	20	30						
Internal Component Assessment (25 marks) break up											
		<table border="1"> <tr> <td style="text-align: center;">ICA 1</td> <td style="text-align: center;">ICA 2</td> </tr> <tr> <td style="text-align: center;">Class Test (Compulsory)</td> <td style="text-align: center;">Assignment 1</td> </tr> <tr> <td style="text-align: center;">10</td> <td style="text-align: center;">10</td> </tr> </table>		ICA 1	ICA 2	Class Test (Compulsory)	Assignment 1	10	10		
ICA 1	ICA 2										
Class Test (Compulsory)	Assignment 1										
10	10										
Learning Objectives:											
CLOs											
CLO 1. To acquire knowledge of core legal principles, and remedies available under the Consumer Protection Act, as amended.											
CLO 2. To identify Unfair Trade practices vis a vis consumer rights and to know who a consumer is.											
CLO 3. To educate about importance of creating consumer awareness and their duties.											
CLO 4 To inculcate ethical values and learning skills to empower the consumer who then only may become the King.											
Learning Outcomes:											
At the end of the course module, the students should be able to:											
1. Develop understanding of legal concepts: Students will be able to demonstrate a understanding of legal principles and remedies in cases of grievances in improving Consumer wellbeing and possible protection against exploitation(CLO1)											
2. Educate about Consumer rights and its importance. – Students will able to realize importance of Consumer rights,, better awareness and will able to better protect against Consumer exploitation due to unfair trade practices. (CLO 2) Madam – care should be taken that while someone prepares this draft – it should not be just copy from some other course outline, especially when it is irrelevant.											
3. Apply understanding of consumer welfare measures – Students will become truly informed consumers and spread awareness amongst other lesser privileged thereby improve society wellbeing. (CLO 3)											
4. Understand contributions from various Govt initiatives and its implications on the way businesses are carried out. – Student will be in a better position to enforce ethical consumer welfare mechanism thru programs like ‘Jago Grahak Jago’ and that of CGSI. (CLO 4)											

Pedagogy

The objective of the course is to encourage students to learn and to appreciate the use of various legal provisions enacted for the purpose of smooth running of the business and its winding up.

- 1) Short case laws and case studies would be either discussed in class or would be given to students as assignment for submission.
- 2) Pertaining to the topic covered, students would be given project/field work for better understanding of the topic. These will be of practical nature.
- 3) Use of PowerPoint presentation, **moot courts**, flow charts, quiz, legal puzzles and classroom debate will be emphasized more.

Important Note:

Meaning of Basic concepts of laws, their need and applicability of laws to a person in daily life transactions should be taught.

How Stakeholders of the business would be benefited by using the legal provisions would be taught. Moot courts, daily revision, hands on training would be planned for better understanding of the cases.

Detailed Syllabus: (Per session plan)

Each lecture session would be of one-hour duration (45sessions)

Module	Module Content	Module Wise Pedagogy Used	Module Wise Number of lectures	Module Wise Reference Books
I	<p>Consumer Protection Act 2019</p> <ul style="list-style-type: none">• Need and nature of Consumer laws. -History• Salient features of Consumer Protection Act 2019• Difference between Consumer Law 1986 and 2019• Definitions-Consumer, Goods, Service, Healthcare, Locus Standi, Defect, Deficiency, Adulteration, Manufacturer• E-Commerce, Unfair Trade practice and Restrictive Trade Practice, Mis-leading Advertisements• Buy to earn a livelihood• 2002 – Land owners still consumers Qua the Builders• Consumer Rights - Case laws• Who can file a complaint? <p>Mediation</p> <ul style="list-style-type: none">• Mediation cells• Panel of Mediators• Place of mediation	Classroom sessions	15	1) SS Gulshan 2) Avtar Singh 3) G. K. Kapoor 4) K R Bulchandani

	<ul style="list-style-type: none"> • Settlement Report • Purpose and need of mediation. • Powers Composition and Jurisdiction redressal Commissions <ul style="list-style-type: none"> ✓ District Commission ✓ Powers Functions, Composition, ✓ Jurisdiction. • Power of District Collector <p>Central Consumer Protection Authority</p> <ul style="list-style-type: none"> • Powers and functions of Central Authority • Power of Central Authority to recall goods • Search and seizure • Appeal <p>District Consumer Disputes Redressal Commission</p> <ul style="list-style-type: none"> • Establishment of District Consumer Disputes Redressal Commission • Proceedings before District Commission • E-Filing of consumer complaint • Role & Contribution of Consumer Guidance Society of India • ‘Jago Grahak Jago’ Govt. initiatives to create consumer awareness 			<p>Consumer Protection Law, Dr. R K Bakshi 2022, Revised by Adv. S K Raghuvanshi,</p>
2	<p>State Consumer Disputes Redressal Commission</p> <ul style="list-style-type: none"> • Establishment of State Consumer Disputes Redressal Commission • Jurisdiction of State Commission • Procedure applicable to State Commission • Appeal to National Commission <p>National Consumer Disputes Redressal Commission</p> <ul style="list-style-type: none"> • National Consumer Disputes Redressal Commission • Procedure applicable to National Commission • Appeal against Order of National Commission • Discuss international comparison COPRA and consumer protection in say – South Africa • Establishment of Consumer Mediation Cell • Duty of Mediator to Disclose Certain Fact • Procedure for Mediation 	Classroom sessions	15	

	<p>Product Liability Action</p> <ul style="list-style-type: none"> • Product Liability Action • Liability of Product Manufacturer • Liability of Product Service Provider • Liability of Product Sellers • Exceptions to Product Liability Action <p>Offences and Penalties</p> <ul style="list-style-type: none"> • Offences and Penalties • Measures to Prevent Unfair Trade Practices in E-Commerce, Direct Selling <p>Power of Central/State Governments</p> <ul style="list-style-type: none"> • Power of Central Government to make rules • Power of State Government to make rules • Power of National Commission to make regulations 			
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Note: Lawyers and industries are looking for the students who know basic drafting of notices and know the business compliances, hence the basics of business laws should be taught in these sessions.

Reference Books:

Title	Author(s)	Publisher
Business Law	SS Gulshan	Excel Book New Delhi, ISBN 81-7446-482-4
Business Law	MC Kuchhal & Vivek Kuchhal	Vikas Publishing House Ltd. ISBN- 978-93259-6396-2
Consumer Protection Law,	Dr. R K Bakshi, Revised by Adv. S K Raghuvanshi,	2022

Note: Latest edition of text book may be used.

Assignments Topics:

1. The rights of Consumer under the Consumer Protection Act 2019
2. Restrictive Trade Practices during Covid 19 and the remedies under the Consumer Protection Act 2019 – w.r.t. medical oxygen, sanitizers, masks etc
3. Misleading Advertisement under the Consumer Protection Act ,2019
4. ‘Dark Pattern’ On E-commerce increasing menace for young generation – Discuss critically
5. Online Gaming – is it another version of lottery – does it do any good to the society – critically discuss

Paper pattern:

2Q of 15 marks each – One full length question 10 Marks and one case law of 5 marks. Having internal choice.

a) Details of Continuous Assessment (CA)

40% of the total marks per course:

Continuous Assessment	Details	Marks
Component 1 (CA-1)	Project/Assignments and Moot Courts	10 marks
Component 2 (CA-2)	Internal Class Test 1	10 marks
	Internal Class Test 2	10 marks
	AVERAGE of 2 Class Test	10 marks

b) Details of Semester End Examination

60% of the total marks per course. Duration of examination will be two and half hours.

Question Number	Description	Total Marks
1	a) Full Length Question on Module I (10 Marks) b) Case Studies/Laws on Module I (05 Marks) OR a) Full Length Question on Module I (10 Marks) b) Case Studies/Laws on Module I (05 Marks)	15
1	a) Full Length Question on Module II (10 Marks) b) Case Studies/Laws on Module II (05 Marks) OR a) Full Length Question on Module II (10 Marks) b) Case Studies/Laws on Module II (05 Marks)	15
	Total Marks	30