

PROGRAMME NAME: B.Com (P)

COURSE NAME: Consumer Protection

SEMESTER DURATION: January to April

Week	Topic(s)	Teaching Methodology Adopted/ Continuous Internal Evaluation
1	Concept of Consumer; Nature of markets,	Classroom Discussion
2	Concept of price in retail and wholesale, Maximum Retail Price, Labelling and Packaging	Brainstorming, Quiz
3	Concept of Consumer satisfaction and dissatisfaction, Alternate Dispute Redressal Mechanism	Real World Learning
4	Consumer Buying Behaviour and process	Role Play
5	Introduction to Consumer Protection Act, 1986- Objectives and Basic Concepts, Basic Consumer Rights	Quiz
6	Role of Advisory Bodies under CPA, Composition, powers and Jurisdiction of District Forum, State Commission	Stimulated Classroom Environment
7	Composition, power and jurisdiction of National Commission; Role of Supreme Court under CPA	Stimulated classroom environment
8	Revision of Unit-1 and Unit-2, Test-1	PPTs
9	Grievance Redressal Mechanism under CPA	Stimulated classroom environment
10	PPTs	Group Projects
11	Leading cases decided under CPA, RBI and Banking Ombudsman	Stimulated Classroom Environment
12	IRDA, TRAI, FSSAI, ASCI	Stimulated Classroom Environment
13	MID SEMESTER BREAK	
14	Electricity regulator, DGCA, Evolution of Consumer Movement	Quiz
15	Revision of Unit-3 and Unit-4 and Test-2	PPTs
16	Recent developments in Consumer Protection, BIS Act, Role of BIS, International Standards	Real world learning, welcome new ideas
17	Doubt Session	