

STELLA MARIS COLLEGE (AUTONOMOUS), CHENNAI – 600086

B.COM DEGREE

SYLLABUS

(Effective from the Academic Year 2019-2020)

CONSUMER RIGHTS

CODE: 19CM/UI/CR23

CREDITS: 3

OBJECTIVES OF THE COURSE

- To provide knowledge about consumerism and related laws
- To enable an understanding of the importance of consumer rights
- To educate students on the rights and responsibilities of a consumer

COURSE LEARNING OUTCOMES

On successful completion of the course students will be able to

- Identify the need for consumer protection and the areas covered by consumer protection law
- Learn and evaluate the various forms of consumer exploitation
- Analyse and evaluate the rights of the consumer
- Understand the business malpractices and legislative regulations to protect consumers.

Unit 1

Consumers

- 1.1 Meaning of Consumers-Customers
 - 1.1.1 Consumer Movements – Historical Perspectives
 - 1.1.2 Concept of Consumerism – Need and Importance

Unit 2

Consumer Exploitation

- 2.1 Meaning, Causes of Consumer Exploitation
- 2.2 Forms of Consumer Exploitation – Underweight Measures, High Prices, Substandard Quality, Poor or Inadequate After Sales Services
- 2.3 Challenges of Consumer Exploitation

Unit 3

Consumer Rights and Duties

- 3.1 Consumer Rights – John F Kennedy’s Consumer Bill of Rights
- 3.2 Types of Consumer Rights – (Right to Safety, Right to Information (RTI), Right to Redressal, Right to Consumer Education)
- 3.3 Duties of Consumers

Unit 4

Copra Act 1986

- 4.1 Introduction to COPRA Act
- 4.2 Consumer Protection Council – Central, State, Districts Consumer Protection Councils
- 4.3 Consumer Dispute Redressal Procedure

Unit 5

Consumerism in India

- 5.1 Reasons for the Growth of Consumerism in India
- 5.2 Recent Trends in Consumerism
- 5.3 Problems Faced by Consumers in India – Case Studies

BOOKS FOR STUDY

Mohammed Kamalun Nabi, Mohammed Irshadun Nabi, Kishore C. Raut, Consumer Rights & Protection in India, New Century Publications, 2015.

Steven Miles, Consumerism: As a Way of Life, SAGE Publications Ltd, 2012.

BOOKS FOR REFERENCE

Anirban Chakraborty. Law of Consumer Protection Advocacy and Practice. India: Lexis Nexis, 2014.

Miller C.J., Brian W. Harvey, Deborah L Parry. Consumer and Trading Law. Oxford University, 1998.

Rajyalakshmi Rao. Consumer is king!! Know your rights and remedies. Universal, 2012.

Rao, Y.V. Commentary on Consumer Protection Act. Asia House, 2013

JOURNALS

Journal of Consumer Policy

International Journal of Consumerism

Journal of Consumer Affairs

WEB RESOURCES

www.researchgate.net

www.jpsssm.org

www.scim

PATTERN OF ASSESSMENT

End Semester Examination:

Section A – 10 X 2 = 20 Marks

Section B – 5 X 8 = 40 Marks

Section C – 2 X 20 = 40 Marks

Total Marks: 100

Duration: 3 hours