DIPLOMA IN CONSUMER LAW AND PRACTICE

SEMESTER I

DCLP-1: THE CONCEPT OF CONSUMER RIGHTS

Max. Marks: 100

External: 70

Internal: 30

Pass: 40%

Credits: 6

INSTRUCTIONS FOR THE PAPER SETTER/ EXAMINER:

1. The syllabus prescribed should be strictly adhered to.
2. The Question Paper will have 70 Multiple Choice questions (MCQs) and four choices of answers will be there covering the entire syllabus. Each question will carry 1 mark. All questions will be compulsory; hence candidates will attempt all the questions.
3. Paper-setters/Examiners are requested to distribute the questions from section A and Section B of the syllabus equally i.e., 35 questions from section A and 35 questions from Section B.
4. The examiner shall give clear instructions to the candidates to attempt questions.
5. The duration of each paper will be two hours.

INSTRUCTIONS FOR THE STUDENTS

The question paper shall consist of 70 Multiple Choice questions. All questions will be compulsory and each question will carry 1 mark. There will be no negative marking. Students are required to answer using OMR (Optimal Mark Recognition) sheets.

Module I

Introduction to Consumer Rights

Introduction to Definitions and Conceptual Understanding of Consumers and Rights,

Module II

Consumer Rights and Consumer Protection

Consumerism and Consumer Law

Module III

Rights of Consumer under the Consumer Protection

Consumer Rights Movements

Module IV

Consumer Advocacy, Responsibility of the Consumers

Consumer Awareness: National Consumer Day and International Consumer Day

Suggested Readings:

1. Taak, Sangeeta, **Text Book on Consumer Protection Act 2019 Alongwith Rules,** Regulations and Latest Case Laws, ISBN, 9788119122028, Satyam Internatioanl Law

2.. Khanna, Sri Ram, Savita Hanspal, Sheetal Kapoor, and H.K. Awasthi. Consumer Affairs" (2007) Delhi University Publication.

2. Aggarwal, V. K. (2003). Consumer Protection: Law and Practice. 5th ed. Bharat Law House, Delhi, or latest edition.

3. Girimaji, Pushpa (2002). Consumer Right for Everyone Penguin Books.

4. Nader, Ralph (1973). The Consumer and Corporate Accountability. USA, Harcourt Brace Jovanovich, Inc.

5. Sharma, Deepa (2011).Consumer Protection and Grievance-Redress in India: A Study of Insurance Industry (LAP LAMBERT Academic Publishing GmbH & Co.KG, Saarbrucken, Germany.

6. Rajyalaxmi Rao, Consumer is King, Universal Law Publishing Company

7. Empowering Consumers e-book, www.consumeraffairs.nic.in

8. ebook, www.bis.org

9. The Consumer Protection Act, 1986

Articles

1. Verma, D. P. S. (2007). Developments in Consumer Protection in India: Challenges and Tasks Ahead in JS Panwar, et al. (Eds) Consumerism in India, RBS Publishers Jaipur

2. Verma, D.P.S. (2002). Regulating Misleading Advertisements, Legal Provisions and Institutional Framework. Vikalpa. Vol. 26. No. 2. pp. 51-57. 3. Ralph L. Day and Laird E. Landon, Jr. (1997). Towards a Theory of Consumer Complaining Behaviour. Ag Woodside, et al. (eds.). Consumer and Industrial Buying Behaviour. New York; North Holland pp. 425-37.

4. George, S. Day and A. Aaker (1970). A Guide to consumerism. Journal of Marketing. Vol. 34. pp 12-19.

5. Sharma, Deepa (2003).New measures for Consumer Protection in India. The Indian Journal of Commerce. Vol.56. No.4. pp. 96-106

6. Sharma, Deepa (2011).Consumer Grievance Redress by Insurance Ombudsman. BIMAQUEST.Vol.11. pp.29-47.

Periodicals

1. Consumer Protection Judgments (CPJ) (Relevant cases reported in various issues)

2. Recent issues of magazines: Insight, published by CERC, Ahmedabad 'Consumer Voice', Published by VOICE Society , New Delhi.

3. Upbhokta Jagran, Ministry of Consumer Affairs, Govt, of India. New Delhi.

Websites: www.ncdrc.nic.in

www.fcamin.nic.in

www.consumeraffairs.nic.in

www.iso.org.in

www.bis.org

www.ascionline.org.in

www.trai.gov.in

www.irda.gov.in

www.derc.gov.in

www.rbi.org.in

www.fssai.gov.in

www.consumer-voice.org

www.nationalconsumerhelpline.in