



Shri Vaishnav Vidyapeeth Vishwavidyalaya

Shri Vaishnav Institute of Law

Generic Electives for UG programs in the light of NEP-2020

GULAW102 - PROTECTION OF CONSUMER RIGHTS

COURSE CODE	CATEGORY	COURSE NAME	L	T	P	CREDITS	TEACHING & EVALUATION SCHEME				
							THEORY		PRACTICAL		
							END SEM University Exam	Two Term Exam	Teachers Assessment*	END SEM University Exam	Teachers Assessment*
GULAW102	GE	PROTECTION OF CONSUMER RIGHTS	4	0	0	4	60	20	20	0	0

Legends: L - Lecture; T - Tutorial/Teacher Guided Student Activity; P – Practical; C - Credit.

***Teacher Assessment** shall be based following components: Quiz/Assignment/ Project/Participation in Class, given that no component shall exceed more than 10 marks.

Course Educational Objectives (CEO's): The students will be able to:

- **CEO1:** Comprehensive understanding about the existing law on consumer protection in India.
- **CEO2:** Conversant with major international instruments on consumer protection
- **CEO3:** Aware of the basic procedures for handling consumer dispute.
- **CEO4:** Appreciate the emerging questions and policy issues in consumer law for future research.

Course Outcome (CO's): The student will be:

- **CO1:** The legal experts are emphasizing on the need for teaching consumer law very seriously to present generation law students for making them equipped to handle issues relating to this branch of law. In this background the present course will aim to introduce the students to the existing law and practice relating to consumer protection

COURSE-CONTENT:

UNIT-I:

1. Introduction of Consumer protection law
2. Definition- Advertisement, Appropriate laboratory, Central Authority, Complainant.
3. Consumer, consumer dispute defect, District commission, Good's, misleading Advertisement, National Commission, State Commission.
4. Unfair Contract.



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UNIT-II:

1. Consumer Protection Council
2. Constitution of Consumer protection Council.
3. Functions of Consumer Protection Council.
4. Central consumer protection authority.

UNIT- III:

1. Consumer dispute redressal commission.
2. National Commission,
3. State Commission
4. District Commission.

UNIT-IV:

1. Central Consumer protection authority.
2. Power and function of central consumer protection authority.
3. Offences and penalties under this law.
4. Cognizance and appeal provision under this law.
5. Consumer Remedies

UNIT-V:

1. Consumer protection council
2. Mediation
3. Process of mediation
4. Process of consumer protection council

References:

1. Supreme Court on consumer protection 2018 by Surendra Malik
2. Law of Consumer protection 3rd edition Sudhansu Kumar Volume 1
3. Law of consumer protection – 3rd edition volume 1 – by Justice D.P. Wadhwa , N.L. Rajah- Lexis Nexis Publication
4. Law of Consumer Protection in India, D.N. Saraf, N.M. Tripathi (1990).
5. Public Utility Services under the Consumer Protection Act, Mamta Rao, Deep & Deep, (1999).
6. Consumer Protection, Dr. V.K. Agarwal, 6th edition, Bharat,(2008).
7. Consumer Protection Law in India: An Eco-Legal Treaties on Consumer Justice