

# CONSUMER EDUCATION AND REDRESAL MECANISIUM

Paper no.- HSRM– 302

CC - 8

Credits -3 +1=4

Sem. – 3 (M.Sc.R.M.)

Marks – 100 +50= 150

## OBJECTIVES

- To equip and impact knowledge on consumer related facts and issues.
- To provide an understanding of the significance of consumer information.
- To develop and acquire skills in consumerism and utilizing the provisions in redressal mechanism.

## UNIT : 1

- Importance of consumer Education.
- Need for consumer Education.
- Objectives of consumer Education.
  - Basic concepts.
  - Kinds of Goods.
- Consumer movement.
- Origin and growth.
- Philosophy, objectives.
- Consumer movement in developed countries and global experience – a brief overview.
- Indian experience, reasons for slack in consumer movemen t.

## UNIT : 2

- Consumer protection.
- Legal problems in buying and paying for good and services.
- Consumer representation – Govt. agencies, consumer organizations, legal cells in industries, public interest legislation.

- Problem faced by consumer in the Market.

### **UNIT : 3**

- Consumer information.
- Need and significance, Sources.
- Consumer services – public and private. Merits and limitations.
- Institutional support – corporate accountability, Government policies and responsibilities.
- Do's and Dont's towards better consumerism.

### **UNIT : 4**

- Consumer Redressal.
- Consumer protection Act, 1986
- Definitions of consumer, Complaint, Complaint service, unfair trade practices as given in CPA.
- Procedure for filling a complaint appeal to district, state and national commissions.
- Some tips for ensuring redressal.

### **PRACTICALS**

- 1) Visit to a consumer redressal forum.
- 2) To study about consumer club objectives.
- 3) Detection of food adulteration.
- 4) To study about type of certification marks.
- 5) To prepare consumer awareness programme .

### **REFERANCES**

- 1) D.N.Saraf (1990) : Law of consumer protection in India, Tripathy private limited, N.M. New Delhi.

- 2) Gurjeet Singh (1996) : The law of consumer protection in india, Deep and Deep publications, New Delhi.
- 3) Himachalam, D. (1998) : Consumer protection and the law, APH publishing corporation, New Delhi.
- 4) Seetharaman, P. and Sethi, m. (2001) : Consumerism : Strategies and Tactics, CBS publishers, New Delhi.
- 5) Sethi, M. and Seetharaman, P. (1994) : Consumerism : A Growing concept, phoenix publishers, New Delhi.
- 6) Sherlikar, S.A. : Trade practice and consumer protection. Himalaya publishing House, Mumbai.
- 7) Gulshan, S.S. : (1994) : Consumer protection and satisfaction, wiley eastern lmt, Mumbai