

CONSUMER PROTECTION AWARENESS

The purpose of this course is to introduce to the students the basic principles and dynamics of Consumer Protection Awareness and to focus on the role and importance of consumer Protection in the present scenario.

Unit- I Consumer Movement and Consumerism:

Consumer Movement: Consumer movement and consumer protection in India, historical perspectives, the post independence scenario. Emergence of consumer protection in India, Consumer behaviour in market economy and marketing system in India.

Consumerism: Concept of consumerism, consumer justice and consumer sovereignty, and development of public policy and consumer justice.

Unit- II CONSUMER JUSTICE AND WELFARISM: Constitutional perspective of consumer justice:

Social Justice and welfarism, Rights of producers and traders versus rights of consumers, Right of legal services, Public Interest Litigation, Speedy justice, Right of Healthy Life and Environment.

Unit – III CONSUMER PROTECTION LAW: Historical and Sociological Background of Consumer Law

Concept of Consumer: Consumer in India, Consumer of goods and services, Professional services- Medical, legal, educational and welfare services. Rights of Consumer under the Act.

Unit – IV Consumer Protection Act, 1986: Definitions: complainant, consumer dispute, defect, deficiency in service, service, unfair trade practices, Restrictive trade practices, Consumer Protection Councils, role, objects, and composition. Structure, composition, power and functions of District Forum, State Commission and National Commission. Law of compensation, approach of Consumer Forum while awarding compensation. Procedure to be followed by consumer redressal agencies, provisions regarding execution of the decision and Appeals.

Unit -V Essential Commodities Act, 1955: Regulation and prohibition of the production, supply and distribution of essential commodities, supply and pricing, power of search and seizure, confiscation, public distribution system and its short comings.

Suggested Reading:

1. Gordon Barrier: The Development of Consumer Law and Policy (1984).
2. M.M. Prasad: Consumer Behaviour (Top Publication, Delhi).
3. Robert N. May: Consumer Movement-Guardians of Market Place (1980).
4. Essential Commodities Act, 1995.
5. The Consumer Protection Act, 1986.
6. Kailash Thakur: Environment Protection Law and Policy in India.
7. V.K. Agrawal: Consumer Protection Law & Practice 1997, B.L.H. Publishers.
8. R.S. Chaudhari: Doctor & Consumer Protection Act, 1994, Maharashtra Law Agency.
9. Venkat Rao: Law of Consumer Protection, 1998. Asia Law House.
10. G.B. Reddys: Law of Consumer Protection, 1997, Gogia Law Agency.

Sl. No.	Unit	Contact Hours	Marks
1	Unit- I Consumer Movement and Consumerism	10	14
2	Unit- II CONSUMER JUSTICE AND WELFARISM	10	14
3	Unit – III CONSUMER PROTECTION LAW	10	14
4	Unit – IV Consumer Protection Act, 1986	10	14
5	Unit -V Essential Commodities Act, 1955	10	14