

Syllabi and Courses of Study in Diploma in Consumer Laws and Practice (DCLP) Programme- Distance Mode

Paper-I

Title: Legislative Framework on Consumer Protection in India

Course Code: DCLP21101

Note: -The subject includes a comprehensive study of the consumer protection Laws. The question paper will be of 100 marks (out of which 20 marks will be for Internal Assessment Tests).It will be spread over the whole syllabus. The question paper will comprise of 3 Sections. Section A shall carry 10 questions of 2 marks each, Section B shall carry 5 questions of 6 marks each and Section C shall carry 5 questions of 10 marks each. The students shall be required to attempt all the questions from sections A & B and only 3 questions from Section C.

Unit-I

1. Need For Consumer Protection
2. Concept of Goods and Services
3. Restrictive and Unfair Trade Practice.

Unit –II

1. International Coordination
2. United Nations and the Guidelines for Consumer Protection
3. An Overview of Prevention of Food Adulteration Act, 1954
4. Essential Commodities Act, 1955-An Over View

Unit –III

1. Standards of Weights and Measures Act, 1976
2. Sale of Goods Act, 1930
3. Competition Act 2002

Unit –IV

1. Consumer Protection Act ; Salient Features
2. Limitations and Guidelines for filling consumer complaint.
3. E-Commerce and Its significance
4. Categories of E-Commerce.

Paper-II**Title: Consumer Rights and Limitations In Grievance Redressal Mechanism**

Course Code: DCLP21102

Note: -The subject includes a comprehensive study of Consumer Rights and problem associated in realizing these rights.. The question paper will be of 100 marks (out of which 20 marks will be for Internal Assessment Tests/Assignments) spread over the whole syllabus. The question paper will comprise of 3 Sections. Section A shall carry 10 questions of 2 marks each, Section B shall carry 5 questions of 6 marks each and Section C shall carry 5 questions of 10 marks each. The students shall be required to attempt all the questions from sections A & B and only 3 questions from Section C.

Unit –I Genesis of Consumer Rights and Kinds

1. Right to Safety
2. Right to be Informed
3. Right to Choose
4. Right to fair hearing
5. Right to Redress

Unit –II Consumer Education

1. Objects And Purpose of Consumer Education
2. Role of State Agencies in Consumer Education
3. Role of Consumer Organization in Consumer Education
4. Role of Media in Consumer Education

Unit –III: Limitations in Grievance Redressal Mechanism--I

1. Inordinate Delay
2. Repeated Adjournments
3. Delays in Appointments
4. Detailed Legal Procedure.

Unit –IV: Limitations in Grievance Redressal Mechanism-II

5. Introduction to Strict Liability
6. Limited Award of Punitive Damages and Costs.
7. Problems Arising out of Online & Tele Shopping.
8. Enforcement of Decisions.

Paper-III**Title:-Consumer Services and Liabilities**

Course Code: DCLP21103

Note: - The subject includes a comprehensive study of the liabilities towards consumer and service providers. The question paper will be of 100 marks (out of which 20 marks will be for Internal Assessment Tests).It will be spread over the whole syllabus The question paper will comprise of 3 Sections. Section A shall carry 10 questions of 2 marks each, Section B shall carry 5 questions of 6 marks each and Section C shall carry 5 questions of 10 marks each. The students shall be required to attempt all the questions from sections A & B and only 3 questions from Section C

Unit – I:

1. Historical Retrospect of Law Relating to Services
2. Position under common law
3. Position under law of torts
4. Indian Scenario

Unit – II: - Public sector-I

1. Services
2. Electricity Service
3. Insurance
4. Banking

Unit – III: -Public sector-II

1. Transport
2. Road
3. Railways
4. Airlines

Unit – IV: -Private sector services

1. Housing Service
2. Financial Service
3. Education as a service
4. Courier as a service

Paper-IV**Title: Consumer Dispute Redressal Agencies and Councils**

Course Code: DCLP21104

Note: - The subject includes a comprehensive study of Dispute Redressal agencies and a brief overview of councils. The question paper will be of 100 marks (out of which 20 marks will be for Internal Assessment Tests). It will be spread over the whole syllabus. The question paper will comprise of 3 Sections. Section A shall carry 10 questions of 2 marks each, Section B shall carry 5 questions of 6 marks each and Section C shall carry 5 questions of 10 marks each. The students shall be required to attempt all the questions from sections A & B and only 3 questions from Section C

Unit – I District Forum

1. Constitution of district forum
2. Jurisdiction of district forum
3. Powers of district forum
4. Implementation of orders of district forum

Unit – II State Commission

1. Constitution of state commission
2. Jurisdiction of state commission
 - a. Original
 - b. pecuniary
 - c. Territorial
 - d. Appellate and Revisional
3. Powers of state commission
4. Implementation of orders of state commission

Unit – III National Commission

1. Constitution of National commission
2. Jurisdiction of National commission
 - a. Original
 - b. pecuniary
 - c. Territorial
 - d. Appellate
 - e. Revisional
 - f. Administrative
3. Powers of National commission
4. Implementation of orders of National commission

Unit – IV Consumer Protection Council

1. Central Consumer Protection council.
2. Composition
3. Procedure.
4. Objectives of Centre Consumer Protection Council.
5. State Consumer Protection Council

Paper- V Project work
Course Code: DCLP21105

The students shall be required to do the project work as assigned to them. The project shall be divided into 3- components which are as:

1. Project Report (50 marks)
2. Project Presentation (30 Marks)
3. Viva(20 marks).

The title of the project of the project shall be chosen from prescribed syllabus of contemporary nature .The concerned coordinators can assign any topic of contemporary relevance which they deem fit. The Nature of the project may be either doctrinal or non-doctrinal depending on the nature of the topic assigned for the project work.

OR

Paper V
Course Code: DCLP21105

Five Assignments each of 16 marks shall be assigned to the learners from the prescribed syllabus (5*16=80). Rest of 20 marks shall be for viva-voce. The assignments shall be evaluated by the coordinators.

BASIC READINGS

Suggested Text Book

1. Law on Consumer Services Dr. Farook Ahmad Mir, Mushtaq Ah. Dar, , Valley Book Publishers.
2. Eradi , *Consumer protection jurisprudence*, (Butterworths , 2005)
3. Sumul. J. Power Consumerism – caveat vendor, , 38 Ins. Counsel J. 221, 1971(CD).
4. Donald B. King In search for consumer justice,, 23 J. Legal Educ. 151, 1970 -71 (CD).
5. J.K. Yadav Law regarding sale of defective goods – a journey from caveat emptor to caveat venditor,
6. K. Srinivasan A new era in consumerism, , The Hindu, Oct. 31, 1999 (CD). Rao, BusinessLine, Sept 18, 2007 (CD).
7. T.N. Pandey,Consumer Protection Act, 1986: object and purpose of the Act and need to avoid references of consumers' complaints to civil courts, (2004)2 Comp LJ 107.
8. Rajender Chaudhry Consumer Protection Act - the road map ahead, , PressInformation Bureau, Govt. of India, 2006 (CD)
9. Nations Guidelines for Consumer Protection. (as expanded in 1999) (CD)
10. Consumer Protection Act and the Supreme Court, Published by CUTS, 2007(CD).

OTHER READING MATERIALS

BOOKS

1. Law of Consumer Protection in India, D.N. Saraf, N.M. Tripathi (1990).

2. Public Utility Services under the Consumer Protection Act, Mamta Rao, Deep & Deep, (1999).
3. Is it Really Safe? Girimaji & Roy, CUTS, (2004).
4. State of the Indian Consumer, CUTS, (2001).
5. Consumer Protection, Dr. V.K. Agarwal, 6th edition, Bharat, (2008).
6. Consumer Protection Law in India : An Eco-Legal Treatise on Consumer Justice, R.K. Nayak, N.M. Tripathi, (1991).
7. International Perspective on Consumers Access to Justice, Ed. Rickell & Telfer, (2003).
8. International Consumer Protection, Dennis Cambell, (1995).
9. Consumer Law in the information society, Wilhelm & son et. al. (2001).
10. Consumer Law, Iain Ramsay, (1992).
11. Consumer Protection in the 21st Century: A Global Perspective, William T. Vukowich, (2002).

ARTICLES

1. Remedies for consumer protection: prevention, restitution, or punishment, Dorothy Cohen, Journal of Marketing, Vol. 39 (Oct 1975) p. 24.
2. The consumer ombudsman, Donald B. King, 79 Com.L.J. 355, (1974).
3. Challenge to the lawyers: Philippines, Lilia D. Ling, 12 Int'l Legal Prac. 93(1987).
4. Who speaks for the consumer, Susan S. Silbey, 1984 Am. B. Found, Res. J. 429,(1984).
5. Determination of complex issues under the Consumer Protection Act: a question of jurisdiction, Dr. V.K. Agarwal, (2004) 3 Comp LJ 9.
6. Consumer Protection Act, 1986: Supreme Court recent elucidations and interpretations, V. Gopalan, CLC/XII/(2002).
7. Are consumer rights human rights, Sinai Deutch, 32 Osgoode Hall L.J. 537,(1994).
8. Consumer class litigation, Laird C. Kirkpatrick, 50 Or. L. Rev 21, (1970-71).
9. Litigation in the consumer interest, Howells & James, 9ILSAJ Int'l & Comp. L1(2002).
10. Government & consumer, Richard J. Barber, Michigan Law Review, Vol. 64.No. 7 (1966).
11. Consumer protection in china after accession to the WTO, A. Brooke Overby, 3Syracuse J. Int'l & Com 347 (2005-06).