

### Course Plan

Course Title: <b>Consumer Law and Practice</b>	Course Code: <b>21LCLL102</b>
Programme: BCOM LLB	Semester: II
Credits: 2	L-T-P: 1-0-1
Mid-term Marks: 50	ISA Marks: 50
Course Teacher: Ms. Anusha M.V, Ms. Pavitra	Date of Preparation: 24th Feb 2022
Course Plan Reviewer: Dr. Manojkumar Hiremath	Date of Review: 26th Feb 2022

### Course Objective

The objectives of the course are;

1. To provide a brief historical development of consumer law and consumerism.
2. To understand the existing legal framework for consumer protection in India.
3. To analyse the judicial interpretation of consumer law provisions in India.
4. To learn about different statutes that *inter-alia* protects the consumer interest.
5. To learn about different consumer dispute resolution mechanisms.

### Course Outcomes (COs)

1. Narrate the development of consumer law and consumerism.
2. Explain the legal framework governing consumer protection.
3. List the consumer rights and responsibilities of the manufacturer, supplier and seller of goods and services.
4. Apply the rules and principles of consumer law to the facts.
5. Describe the authorities' power, functions, and duties under the various statutes with respect to the protection of consumer interest.

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### Mapping of Course Outcomes (COs) with Program Outcomes

Course Outcomes (COs)	Relevant Program Outcomes (POs)
1. Narrate the development of consumer law and consumerism.	1,7
2. Explain the legal framework governing consumer protection	1,6 7
3. List the consumer rights and responsibilities of the manufacturer, supplier and seller of goods and services.	1,2,3,5
4. Apply the rules and principles of consumer law to the facts.	1,5,8
5. Describe the authorities' power, functions, and duties under the various statutes with respect to the protection of consumer interest.	3,4,6,7,11

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### Course Content

Unit Contents	Number of Sessions
Unit I - Introduction	11
Unit II - Consumer Protection Act	12
Unit III - Other Consumer Legislations	12
<b>Total</b>	<b>35</b>

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## Unit Wise Plan

Unit Number:I	Planned Sessions:11
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## Unit Learning Outcomes

Learning Outcomes-Unit I	COs	BL
Consumer Protection: Global Scenario	1	2
Consumer Rights	2, 3,4	3
Evolution of Consumer Protection in Common Law	1,2	2
Evolution of Consumer Protection in India - Ancient and Modern Times	1, 2	2

## Topic Wise Plan

S.No.	Topic	Number of Sessions	Pedagogy
1	Consumer Protection: Global Scenario	3	Lecture method
2	Consumer Rights	2	Lecture method
3	Evolution of Consumer Protection in Common Law	2	Lecture method
4	Evolution of Consumer Protection in India - Ancient and Modern Times	2	Lecture method
5	Consumer Protection through the Constitution	2	Lecture and discussion method

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### Unit Wise Plan

Unit Number:II	Planned Sessions:12
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### Unit Learning Outcomes

Unit Learning Outcomes	COs	BL
Comparative Study of Consumer Protection Act, 1986 & 2019	1,2	1
Important Definitions under CPA 2019	2,3	2
Product Liability & Service Providers Liability under CPA 2019	2,3	2
Regulatory Authorities & Ombudsman	5	4
Consumer Protection (E-Commerce) Rules, 2020	5	4
The Consumer Protection (Mediation) Rules, 2020	5	4

### Topic Wise Plan

S.No.	Topic	Number of Sessions	Pedagogy
1	Comparative Study of Consumer Protection Act, 1986 & 2019	2	Group discussion
2	Important Definitions under CPA 2019	5	Lecture method

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3	Product Liability & Service Providers Liability under CPA 2019	2	Lecture method
4	Regulatory Authorities & Ombudsman	1	Lecture method
5	Consumer Protection (E-Commerce) Rules, 2020	1	Lecture and discussion method
6	The Consumer Protection (Mediation) Rules, 2020	1	Lecture method

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### Unit Wise Plan

Unit Number:III	Planned Sessions:12
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Unit III Learning Outcomes	COs	BL
<ul style="list-style-type: none"> <li>The Drugs and Magic Remedies (Objectionable Advertisement) Act 1954</li> <li>Food Safety and Standards Act, 2006</li> <li>The Legal Metrology Act, 2009</li> <li>The Bureau of Indian Standard Act, 2016</li> <li>Competition Law and Consumer Protection</li> </ul>	1,5	4

### Topic Wise Plan

S.No.	Topic	Number of Sessions	Pedagogy
1	The Drugs and Magic Remedies (Objectionable Advertisement) Act 1954	2	Lecture method
2	Food Safety and Standards Act, 2006	3	Lecture method
3	The Legal Metrology Act, 2009	2	Lecture method
4	The Bureau of Indian Standard Act, 2016	3	Lecture method
5	Competition Law and Consumer Protection	2	Lecture and discussion method

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## References

1. G B Reddy, Consumer Protection Act - A Commentary
2. [https://consumeraffairs.nic.in/sites/default/files/file-uploads/latestnews/Landmark\\_Judgements.pdf](https://consumeraffairs.nic.in/sites/default/files/file-uploads/latestnews/Landmark_Judgements.pdf)

### Industry/Professional Skills, Human Values, Service Learning

Industry/Professional Skills	Advocacy, Research, Argumentative
Human Values	Honesty, Sincerity, Cooperation, Sense of Responsibility, Democratic Values,
Service Learning (if any)	

### Evaluation Scheme for ISA

Assessment	Weightage in Marks
Mid-Term Exam	50
Teacher Chosen Assessment	50
Total	100

### Teacher Chosen Assessment Method

Client Consultation						
Criterion	Description	Weightage	Scale			
I	Establishing the working atmosphere and professional approach	10%	Outstanding (9-	Good (7-8)	Satisfactory (2-	Needs Improvement

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II	Eliciting the facts/problem of the client and the communication tools used in doing so	15%	10)		6)	ent (0-2)
III	Understanding clients' goals, expectations and needs	20%				
IV	Analysis and formulation and restatement of the problem with precision	20%				
V	Suggesting alternatives	10%				
VI	Assisting the client to make an informed choice	15%				
VII	Effective conclusion of the counselling session	10%				

Complaint Drafting

Criterion	Description	Weightage	Scale			
I	Caption / Cause Title (Name of the forum, parties, designation, Jurisdiction, Formatting, Fees)	20%	Outstanding (9-10)	Good (7-8)	Satisfactory (2-6)	Needs Improvement (0-2)
III	Statement of Facts	30%				
IV	Explanation of Cause(s) of Action	30%				
V	Prayer and Relief Sought	20%				

Weightage of Course Outcomes

Course Outcomes (COs)	Weightage in Assessment
1. Narrate the development of consumer law and consumerism.	15

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2. Explain the legal framework governing consumer protection.	25
3. List the consumer rights and responsibilities of the manufacturer, supplier and seller of goods and services	20
4. Apply the rules and principles of consumer law to the facts.	15
5. Describe the authorities' power, functions, and duties under the various statutes with respect to the protection of consumer interest.	25
Total	100

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