

LESSON PLAN

Name of the Faculty: Jyotsna Sakhuja
Discipline: BBA
Semester: 2nd
Subject: Consumer Protection
Lesson Plan Duration: 15 weeks (from January, 2018 to April, 2018)
Work Load (Lecture/ Practical) per week (in hours): Lectures-04

WEEK	THEORY	
	LECTURE DAY	TOPIC
1 st	1 st	Origin of consumerism in India
	2 nd	Meaning of consumer, various aspects of consumer as per Consumer Protection Act, 1986
	3 rd	Industrial consumer household consumer, and resellers
	4 th	Difference between consumer and buyer
2 nd	5 th	Concept and importance of consumer protection (from consumers' point of view as well from business point of view)
	6 th	legal as well voluntary consumer protection
	7 th	Different legislative measure for consumer protection and development of public sector
	8 th	Consumer organizations
3 rd	9 th	Need of consumer protection
	10 th	Approaches of consumer protection
	11 th	Doctrine of caveat emptor
	12 th	Doctrine of caveat venditor
4 th	13 th	Responsibilities of a consumer
	14 th	Indian Penal Code
	15 th	Indian Penal Code (continued)
	16 th	Concept of consumer sovereignty
5 th	17 th	Assignment on status of consumer protection in India
	18 th	Consumer exploitation or problems

	19 th	Consumer buying motives and buying forces(various definitions)
	20 th	Classification of buying motives
6 th	21 st	Difference between emotional and rational buying motives
	22 nd	Case Study
	23 rd	Consumer oriented legislations in India
	24 th	Consumer Protection Act, 1986 – An introduction
7 th	25 th	Objectives of Consumer Protection Act,1986
	26 th	Basic provisions of the Consumer Protection Act, (CPA) 1986
	27 th	Rights of consumer as per Consumer Protection Act,1986
	28 th	Organizational set up for consumer protection under CPA
8 th	29 th	Procedure for filing complaint
	30 th	Manner of filing complaint
	31 st	Dismissal of frivolous complaints (Sec-26)
	32 nd	Penalties –Sec-27
9 th	33 rd	Appeal against order passed u/s SEC 27 A
	34 th	Relief available
	35 th	Consumer Protection Councils
	36 th	Three tier consumer redressal machinery
10 th	37 th	Role of voluntary consumer organizations
	38 th	Rules of registration of VCO
	39 th	Formation of VCO
	40 th	NGOs- Introduction and features
11 th	41 st	Functions of consumer organizations and NGOs
	42 nd	Prominent consumer associations
	43 rd	Advantages of getting consumer association recognized
	44 th	Limitations of consumer associations
12 th	45 th	Business self-regulation and consumer awareness
	46 th	Role of media and government in consumer protection and awareness
	47 th	Class room presentation on “Role of Media in a consumer’s life”
	48 th	Class room presentation on “Role of Media in a consumer’s life” (Continued)
13 th	49 th	Recent developments in consumer protection movement

	50 th	Consumer information and knowledge as means of protection
	51 st	Sources of consumer information
	52 nd	Role play
14 th	53 rd	Advertising and its role in Indian economy
	54 th	Role of Advertising Standard Council of India in consumer protection
	55 th	Ethical marketing
	56 th	Ethical marketing as a means of consumer protection
15 th	57 th	Class room presentations
	58 th	Class room presentations
	59 th	Revision
	60 th	Test