

F.Y. B.Com.

Optional Paper

Subject Name -: Consumer Protection and Business Ethics

Course Code -: 106 – d.

Objectives:

- 1) To acquaint the students with consumer and consumer movement.
- 2) To make the students aware about consumer rights, duties and mechanism for resolving their disputes.
- 3) To make students aware about role of united nations and consumers' associations in protection of consumers.
- 4) To make the students aware about laws relating to consumers.
- 5) To acquaint the students with role of Business Ethics in various functional areas.

First Term		Periods
Unit – I	Consumer and Consumerism:	[18]
	<ol style="list-style-type: none">1. 1. Consumer: Concept, Meaning, Definition and Features1. 2. Problems of consumers: Rural and urban, Its Nature and Types1. 3. Consumerism – Meaning, objectives, Benefits-Consumerism in India1. 4. Rights, Duties and Responsibilities of Consumers.1. 5. Consumer Movement-Meaning-Definition-Importance, Scope and Features1. 6. Development of Consumer Movement in India- Problems and Prospects.	
Unit – II	Voluntary Consumer Organizations (VCO) and Consumer Protection:	[06]
	<ol style="list-style-type: none">2. 1. VCO: Origin, Importance, Functions and Limitations2. 2. Challenges before VCOs2. 3. Role of Voluntary Consumer Organization in Consumer Protection in the area of marketing & Advertisements.2. 4. Consumer Education-Meaning-Definition-Objectives	
Unit - III	United Nations Guidelines for Consumer Protection:	[06]
	<ol style="list-style-type: none">3. 1. United Nations and Consumer Protection3. 2. United Nations Guidelines for Consumer protection, 1985.<ol style="list-style-type: none">3.2.1. Objectives.3.2.2. General principles.3.2.3. Guidelines<ol style="list-style-type: none">a) Physical Safetyb) Promotion and protection of consumers' economic interestsc) Standards for the safety and quality of consumer	

	<p>goods and services</p> <p>d) Education and Information Programme</p> <p>e) Promotion of Sustainable Consumption</p>	
Unit - IV	Consumer Protection Act, 1986:	[18]
	<p>4. 1. Background – Need-Scope and Features</p> <p>4. 2. Definitions- Consumer-Goods-Services- Complaints, Complainant- Defect in Goods- Deficiency in Services, Unfair Trade Practices, Restricted Trade Practices.</p> <p>4. 3. Consumer Protection Councils-Composition-Working-and Objectives of:</p> <p>a) District Consumer Protection Council</p> <p>b) State Consumer Protection Council</p> <p>c) National Consumer Protection Council</p> <p>4. 4. Mechanism for Redressal-Composition and working of- Consumer Disputes Redressal Agencies:</p> <p>a) District Consumer Disputes Redressal Forum</p> <p>b) State Consumer Disputes Redressal Commission</p> <p>c) National Consumer Disputes Redressal Commission</p> <p>4. 5. Procedure of filing complaints</p>	
Second Term		
Unit - V	An overview of various Laws for the Protection of Consumers:	[18]
	<p>5. 1. The Bureau of Indian Standards Act, 1986 (Sections - 1,10,11,14,33)</p> <p>5. 2. The Competition Act, 2002 (Sections – 1, 3 to 6)</p> <p>5. 3. Right to Information Act, 2005 (Sections – 1 to 11, 18, 19 and 20)</p> <p>5. 4. Food Safety and Standards Act, 2006 (Sections– 1to 3, 18 to 28)</p>	
Unit - VI	Protection of Consumer against Standard Form of Contract:	[04]
	<p>6. 1. Nature and Relevance of Standard Form of Contract</p> <p>6. 2. Judicial Response to Standard Form of Contract in India and abroad</p> <p>6. 3. Legislative Reforms</p>	
Unit - VII	Conceptual Framework of Business Ethics:	[08]
	<p>7. 1. Concept of Ethics: Its Meaning and Nature</p> <p>7. 2. Definition importance and Scope of Business Ethics</p> <p>7. 3. Types of Business Ethics; viz:-</p> <p>i. Professional business ethics</p>	

	ii. Ethics of accounting information iii. Ethics of Production iv. Ethics of intellectual property skill, knowledge etc.	
Unit - VIII	Business Ethics in Modern Times:	[10]
	8. 1. Social Responsibilities of Business 8. 2. Business Ethics and Environmental Issues: Indian and International level - Green initiatives 8. 3. Management and Ethics i. Ethical Issues in Marketing ii. Ethical Issues in Human Resource Management	

Recommended Books:

1. Law of Consumer Protection in India- P.K. Majumdar (2011), Orient Publishing Co. New Delhi.
2. Practical Guide to Consumer Protection Law, Anup K. Kaushal (2006), Universal Law Publishing Co, New Delhi.
3. Consumer Protection Laws, Prof. RakeshKhanna, (2005) Central Law Agency, Alahabad.
4. Business Ethics and Corporate Governance, S.K. Bhatia 92005),
5. Consumer Protection Law, Dr. S. R. Myneni,(2010), Asia Law House, Hyderabad.
6. Law of Consumer Protection, Dr. Gurbax Singh, Bharat Law Publication, Jaipur.