

CONSUMER PROTECTION LAW

Course Code: LLCCP002

Total Session: 45 Hrs

Course Objective:

Consumer considerations and their protection are very old concepts, but in the last decade there has been a significant development in this branch of law. Globalization of trade, market-dominated economy, information revolution and emergence of e-commerce has further enhanced this process. A greater importance has been assigned to consumer law at a global basis. All these factors have increased more scope for research and advocacy for creating a consumer friendly regulatory framework.

Unit - I: AN INTRODUCTION TO CONSUMER PROTECTION LAW AND POLICIES (10 sessions)

Development of market and consumer relations, Globalization and consumerism, Consumer movement in the global context, Legal frame work and policy challenges.

Module – II: CONSUMER RIGHTS (5 sessions)

Genesis of the consumer rights: Right to safety, Right to be informed, Right to choose, right to be heard and assured, Right to redressal, Right to consumer education.

Unit - II: LEGISLATIVE FRAMEWORK ON CONSUMER PROTECTION IN INDIA (15 sessions)

Evolutionary steps of Consumer Protection Laws in India: A historical perspective, Some Consumer friendly Legislations: Prevention of Food Adulteration Act, 1954, Standards of Weights and Measures Act, 1976, The Drugs and Magic Remedies (Objectionable Advertisement) Act 1954, Sale of Goods Act, 1930, Consumer Protection Act, 1986.

Unit - III: SALIENT FEATURES OF CONSUMER PROTECTION ACT (10 sessions)

Objective of the legislation, Definitions, Three tire system of grievance redressal system, Jurisdiction of the Consumer Forums, Complainants that can be made under the Consumer Protection Act, Relief available to consumer, Appeals, limitations, adjournments and other procedures.

Unit - IV: EMERGING ISSUES IN CONSUMER PROTECTION AND LAW (5 sessions)

WTO and Consumer Protection, E-Commerce and Consumer Rights, Role of Civil Society in Consumer Protection, Access to justice and Consumer Laws, ADR in resolution of Consumer disputes.

Reference Reading:

1. Navender Kumar's *Key to Consumer Law practice and procedures* , universal law publishing 2018.
2. M.C Paul's *Consumer Redressal system and Consumer Protection in India*, kalpaz publications 2015.