



# गोंडवाना विद्यापीठ गडचिरोली

(महाराष्ट्र शासन अधिसूचना क्रमांक २००७/(३२२/०७)विशि-४ महाराष्ट्र विद्यापीठ अधिनियम १९९४(१९९४ चा महा.३५) च्या कलम ३ च्या पोटकलम(२) अन्वये दिनांक २७ सप्टेंबर, २०११ रोजी स्थापित व महाराष्ट्र सार्वजनिक विद्यापीठ अधिनियम, २०१६ (सन २०१७ चा महाराष्ट्र विद्यापीठ अधिनियम क्रमांक ६) व्दारा संचालित राज्य विद्यापीठ)

## (आस्थापना विभाग)

एम. आय. डी. सी. रोड, कॉम्प्लेक्स, गडचिरोली जि. गडचिरोली ४४२६०५

दुरध्वनीक्र. ०७१३२-२२३१०४ email:-gondwanaesst@gmail.com

जा.क्र. गो.वि./आस्था./३६९६/२०१९

दि. १५/१०/२०१९

## परिपत्रक

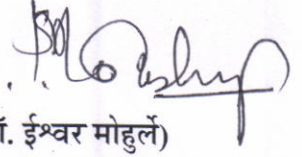
**विषय :- ग्राहक संरक्षण कायदा, १९८६ अन्वये कार्यवाहीस्तव---**

**संदर्भ :-** मा. प्रा. सुरेश मिश्रा, समन्वयक, ग्राहक अभ्यासाचे केंद्र, भारतीय लोक प्रशासन संस्थान, नई दिल्ली यांचे कार्यालयीन पत्र दिनांक ११ सप्टेंबर २०१९

उपरोक्त संदर्भीय विषयान्वये, विद्यापीठातर्गत पदव्युत्तर शैक्षणिक विभाग व संलग्नित महाविद्यालयातील प्राचार्यांना कळविण्यात येते की, मा. सचिव आणि आर्थिक सल्लागार, विद्यापीठ अनुदान आयोग, न्यु दिल्ली यांचे पत्र, संदर्भीकित पत्रासह संलग्नित आहे.

माहिती व दडणवळणाच्या तंत्रज्ञानासह या जागतिकीकरण झालेल्या बाजारपेठेत ग्राहकांना संरक्षण देण्याचे आव्हान वाढले असून ग्राहक संरक्षण कायदा, १९८६ अन्वये, उत्पादक आणि सेवा प्रदात्यांद्वारे ग्राहकांचे शोषण चालुच असल्याने हे मुख्यतः ग्राहक हक्काबद्दल जागरूकता आणि शिक्षणाच्या अभावामुळे होत असून तक्रारींचे निवारण करण्याची एक यंत्रणा आहे.

तरुण विद्यार्थ्यांना ग्राहक चळवळीत सामिल करण्याची आणि ग्राहकांच्या बाबतीत संबंधित कौशल्ये आणि ज्ञानासह त्यांना सक्षम बनविण्याची अधिक आवश्यकता असल्याने विद्यापीठ अनुदान आयोगाने ग्राहकांविषयी मॉड्युल तयार करण्यासाठी तज्ञ समितीची स्थापना केली आहे. विद्यापीठ अनुदान आयोगानी केलेल्या तरतुदीनुसार दिशा निर्देशांचे पालन करण्याच्या अनुषंगाने संदर्भीय पत्रान्वये उक्तबाबीचे अवलोकन करून आपल्यास्तरावर आवश्यक कार्यवाही घ्यावी.

  
(डॉ. ईश्वर मोहलें)  
कुलसचिव

सहपत्र - संदर्भीय पत्र संलग्नित.

**प्रत माहितीसाठी व योग्य त्या कार्यवाहीसाठी :-**

- १) मा. कुलगुरूंचे कार्यालय, गोंडवाना विद्यापीठ, गडचिरोली, यांना माहितीकरीता अग्रेषीत.
- २) मा. प्र-कुलगुरूंचे कार्यालय, गोंडवाना विद्यापीठ, गडचिरोली यांना माहितीकरीता अग्रेषीत.
- ३) मा. विभाग प्रमुख, पदव्युत्तर शैक्षणिक विभाग, गोंडवाना विद्यापीठ, गडचिरोली
- ४) मा. प्राचार्य, संलग्नित महाविद्यालये, गोंडवाना विद्यापीठ, गडचिरोली





# भारतीय लोक प्रशासन संस्थान

इन्द्रप्रस्थ एस्टेट, रिंग रोड, नई दिल्ली-110002 दूरभाष : 23702400 (15 लाइन)

INDIAN INSTITUTE OF PUBLIC ADMINISTRATION

INDRAPRASTHA ESTATE, RING ROAD, NEW DELHI-110002 (INDIA)

**Prof. Suresh Misra**  
Chair Professor & Coordinator  
Centre for Consumer Studies

गोडवानी विद्यापीठ गझचिरोली  
दुर्गापुरी कवठालिया  
आवक क्र. 2522 दि. 01/10/19  
जावक क्र. 2522 दि. 01/10/19

Tel : (off) : 011-23468349  
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Email : drsureshmisra@gmail.com

Dated: September 11, 2019

गोडवानी विद्यापीठ गझचिरोली  
आस्थापना विभाग  
आवक क्र. 3727 दि. 4-10-19  
जावक क्र. दि.

Dear Sir/Madam,

Kindly find attached letter No.F.14-1/2017 (CPP-II) dated Feb 9, 2018 from Shri. P. K. Thakur, Secretary and Financial Advisor, University Grants Commission, New Delhi.

In this globalized market aided with Information and Communication technology the challenges of protecting the consumers has increased. In spite of Consumer Protection Act 1986, consumers continue to be exploited by the producers and service providers. This is mainly due to lack of awareness and education about consumer rights and the mechanism to redress grievances.

There is a greater need to involve the young students in the consumer movement and empower them with skills and knowledge relating to consumer affairs. The UGC had set up a Expert Committee to prepare a module on Consumer Affairs. The attached module is an elective course for undergraduate level in any discipline.

It is requested that the same may be perused and suitably adopted by your University and the affiliated colleges as requested by UGC.

With regards,

Yours sincerely

*Suresh Misra*  
(Suresh Misra)

To,

*पंजीयन*  
*01/10/19*  
Hon'ble Vice Chancellors of All Universities

*उ. कु. (आस्थापना)*  
*पाठक विभाग*  
*गोडवानी*

*गोडवानी*  
*05/10/19*

*गोडवानी*  
*05/10/19*





ज्ञानं शिक्षानं विमुक्तये

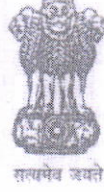
पी. के. ठाकुर

सचिव एवं वित्तीय सलाहकार

**P. K. Thakur**

IP&TAFS

Secretary & Financial Advisor



सत्यमेव जयते

विश्वविद्यालय अनुदान आयोग  
**University Grants Commission**

(मानव संसाधन विकास मंत्रालय, भारत सरकार)  
(Ministry of Human Resource Development, Govt. of India)

बहादुरशाह ज़फ़र मार्ग, नई दिल्ली-110002  
Bahadur Shah Zafar Marg, New Delhi-110002

Ph.: 011-23236288/23239337/23231055

Fax : 011-2323 8858/2323 5729

email : pkthakur.ugc@nic.in

No. F. 14-1/2017 (CPP-II)

February, 2018

Sir/Madam,

- 9 FEB 2018

The Department of Consumer Affairs has been taking steps to promote and protect consumer rights, as provided under the Consumer Protection Act, 1986. The idea is to strengthen the consumer movement in India through creating awareness among all segments of consumers, including young college-going students. Greater involvement of students in the consumer movement would enhance the pace at which the ideals of the movement percolate far and wide in society. Understandably, one of the ways in which this objective can be realised is through inclusion of modules on consumer studies as an elective course in the universities / colleges syllabi.

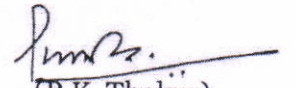
The course module for Consumer Affairs at Under Graduate level as an elective course in any discipline has been prepared by the Expert Committee. The details of this model syllabus have been uploaded on the UGC website i.e. [www.ugc.ac.in](http://www.ugc.ac.in).

Since every student is a consumer and will continue to be a consumer for rest of his /her life, this module may be offered as an elective for students of any discipline.

It is, therefore, requested that the same may be perused and suitably adopted by your university and the affiliated colleges, if any. Considering the importance and relevance of the module and the complexity in terms of topics, it is also requested that universities may conduct faculty development programmes for the faculty members teaching this module.

With regards,

Yours sincerely,

  
(P.K. Thakur)

To

**The Vice-Chancellors of all universities**



**Paper: Consumer Affairs**  
**(For Undergraduate courses in any discipline as an elective)**

**Duration: 3 hrs.**

**Max Marks: 100**

**Total Lectures: 65**

**Objective:** This paper seeks to familiarize the students with their rights and responsibilities as a consumer, the social framework of consumer rights and legal framework of protecting consumer rights. It also provides an understanding of the procedure of redress of consumer complaints, and the role of different agencies in establishing product and service standards. The student should be able to comprehend the business firms' interface with consumers and the consumer related regulatory and business environment.

**Unit 1: Conceptual Framework**

**13 Lectures**

**Consumer and Markets:** Concept of Consumer, Nature of markets: Liberalization and Globalization of markets with special reference to Indian Consumer Markets, E-Commerce with reference to Indian Market, Concept of Price in Retail and Wholesale, Maximum Retail Price (MRP), Fair Price, GST, labeling and packaging along with relevant laws, Legal Metrology.

**Experiencing and Voicing Dissatisfaction:** Consumer buying process, Consumer Satisfaction/dissatisfaction-Grievances-complaint, Consumer Complaining Behaviour: Alternatives available to Dissatisfied Consumers; Complaint Handling Process: ISO 10000 suite

**Unit 2: The Consumer Protection Law in India**

**13 Lectures**

**Objectives and Basic Concepts:** Consumer rights and UN Guidelines on consumer protection, Consumer goods, defect in goods, spurious goods and services, service, deficiency in service, unfair trade practice, restrictive trade practice.

**Organizational set-up under the Consumer Protection Act:** Advisory Bodies: Consumer Protection Councils at the Central, State and District Levels; Adjudicatory Bodies: District Forums, State Commissions, National Commission: Their Composition, Powers, and Jurisdiction (Pecuniary and Territorial), Role of Supreme Court under the CPA with important case law.

**Unit 3: Grievance Redressal Mechanism under the Indian Consumer Protection Law**

**13 Lectures**

Who can file a complaint? Grounds of filing a complaint; Limitation period; Procedure for filing and hearing of a complaint; Disposal of cases, Relief/Remedy available; Temporary Injunction, Enforcement of order, Appeal, frivolous and vexatious complaints; Offences and penalties.

**Leading Cases decided under Consumer Protection law by Supreme Court/National Commission:** Medical Negligence; Banking; Insurance; Housing & Real Estate; Electricity and Telecom Services; Education; Defective Products; Unfair Trade Practices.

**Unit 4: Role of Industry Regulators in Consumer Protection**

**13 lectures**

- i. Banking: RBI and Banking Ombudsman
- ii. Insurance: IRDA and Insurance Ombudsman
- iii. Telecommunication: TRAI
- iv. Food Products: FSSAI
- v. Electricity Supply: Electricity Regulatory Commission
- vi. Real Estate Regulatory Authority

**Unit 5: Contemporary Issues in Consumer Affairs**

**13 Lectures**



**Consumer Movement in India:** Evolution of Consumer Movement in India, Formation of consumer organizations and their role in consumer protection, Misleading Advertisements and sustainable consumption, National Consumer Helpline, Comparative Product testing, Sustainable consumption and energy ratings.

**Quality and Standardization:** Voluntary and Mandatory standards; Role of BIS, Indian Standards Mark (ISI), Ag-mark, Hallmarking, Licensing and Surveillance; Role of International Standards: ISO an Overview

**Note: Unit 2 and 3 refers to the Consumer Protection Act, 1986. Any change in law would be added appropriately after the new law is notified**

**Suggested Readings:**

1. Khanna, Sri Ram, Savita Hanspal, Sheetal Kapoor, and H.K. Awasthi. (2007) *Consumer Affairs*, Universities Press.
2. Choudhary, Ram Naresh Prasad (2005). *Consumer Protection Law Provisions and Procedure*, Deep and Deep Publications Pvt Ltd.
3. G. Ganesan and M. Sumathy. (2012). *Globalisation and Consumerism: Issues and Challenges*, Regal Publications
4. Suresh Misra and Sapna Chadah (2012). *Consumer Protection in India: Issues and Concerns*, IIPA, New Delhi
5. Rajyalaxmi Rao (2012), *Consumer is King*, Universal Law Publishing Company
6. Girimaji, Pushpa (2002). *Consumer Right for Everyone* Penguin Books.
7. E-books :- [www.consumereducation.in](http://www.consumereducation.in)
8. Empowering Consumers e-book, [www.consumeraffairs.nic.in](http://www.consumeraffairs.nic.in)
9. ebook, [www.bis.org](http://www.bis.org)
10. *The Consumer Protection Act, 1986 and its later versions.*

**Articles**

1. Misra Suresh, (Aug 2017) "Is the Indian Consumer Protected? One India One People.
2. Raman Mittal, Sonkar Sumit and Parineet Kaur (2016) Regulating Unfair Trade Practices: An Analysis of the Past and Present Indian Legislative Models, *Journal of Consumer Policy*.
3. Chakravarthy, S. (2014). MRTP Act metamorphoses into Competition Act. CUTS Institute for Regulation and Competition position paper. Available online at [www.cuts-international.org/doc01.doc](http://www.cuts-international.org/doc01.doc).
4. Kapoor Sheetal (2013) "Banking and the Consumer" *Akademios* (ISSN 2231-0584)
5. Bhatt K. N., Misra Suresh and Chadah Sapna (2010). *Consumer, Consumerism and Consumer Protection*, Abhijeet Publications.
6. Kapoor Sheetal (2010) "Advertising-An Essential Part of Consumer's Life-Its Legal and Ethical Aspects", *Consumer Protection and Trade Practices Journal*, October 2010.
7. Verma, D.P.S. (2002). Regulating Misleading Advertisements, Legal Provisions and Institutional Framework. *Vikalpa*. Vol. 26. No. 2. pp. 51-57.

### **Periodicals**

1. Consumer Protection Judgments (CPJ) (Relevant cases reported in various issues)
2. Recent issues of magazines: International Journal on consumer law and practice, National Law School of India University, Bengaluru
3. '*Consumer Voice*', Published by VOICE Society, New Delhi.

### **Websites:**

[www.ncdrc.nic.in](http://www.ncdrc.nic.in)  
[www.consumeraffairs.nic.in](http://www.consumeraffairs.nic.in) [www.iso.org](http://www.iso.org)  
[www.bis.org.in](http://www.bis.org.in)  
[www.consumereducation.in](http://www.consumereducation.in)  
[www.consumer-voice.in](http://www.consumer-voice.in)  
[www.fssai.gov.in](http://www.fssai.gov.in)  
[www.cercindia.org](http://www.cercindia.org)