

# **DIPLOMA IN CONSUMER LAW AND PRACTICE**

## **SEMESTER I**

### **DCLP-3: CONSUMER PROTECTION ACT 2019: LEGAL ANALYSIS**

**Max. Marks: 100**

**External: 70**

**Internal: 30**

**Pass: 40%**

**Credits: 6**

#### **INSTRUCTIONS FOR THE PAPER SETTER/ EXAMINER:**

1. The syllabus prescribed should be strictly adhered to.
2. The Question Paper will have 70 Multiple Choice questions (MCQs) and four choices of answers will be there covering the entire syllabus. Each question will carry 1 mark. All questions will be compulsory; hence candidates will attempt all the questions.
3. Paper-setters/Examiners are requested to distribute the questions from section A and Section B of the syllabus equally i.e., 35 questions from section A and 35 questions from Section B.
4. The examiner shall give clear instructions to the candidates to attempt questions.
5. The duration of each paper will be two hours.

#### **INSTRUCTIONS FOR THE STUDENTS**

The question paper shall consist of 70 Multiple Choice questions. All questions will be compulsory and each question will carry 1 mark. There will be no negative marking. Students are required to answer using OMR (Optimal Mark Recognition) sheets.

#### **Module I**

Introduction to the Consumer Protection Act, 2019

Introduction to Consumer Protection Councils (Sections 3-9)

#### **Module II**

Understanding the Concept of Consumer Protection Councils and the Establishment of the Councils

Central Consumer Protection Authority (Section 10-17)

### **Module III**

Powers and Functions of Central Consumer Protection Authority (Section 18- 27)

District Consumer Disputes Redressal Commission Establishment of District Consumer Disputes Redressal Commission

### **Module IV**

Proceedings before District Commission, E-Filing of consumer complaint

‘Jago Grahak Jago’ Govt. initiatives to create consumer awareness

### **Suggested Readings**

1. Taak, Sangeeta, **Text Book on Consumer Protection Act 2019 Alongwith Rules, Regulations and Latest Case Laws**, ISBN, 9788119122028, Satyam Internatioanl Law
  - 2.. Khanna, Sri Ram, Savita Hanspal, Sheetal Kapoor, and H.K. Awasthi. *Consumer Affairs"* (2007) Delhi University Publication.
  2. Aggarwal, V. K. (2003). *Consumer Protection: Law and Practice*. 5th ed. Bharat Law House, Delhi, or latest edition.
  3. Girimaji, Pushpa (2002). *Consumer Right for Everyone* Penguin Books.
  4. Nader, Ralph (1973). *The Consumer and Corporate Accountability*. USA, Harcourt Brace Jovanovich, Inc.
  5. Sharma, Deepa (2011). *Consumer Protection and Grievance-Redress in India: A Study of Insurance Industry* (LAP LAMBERT Academic Publishing GmbH & Co.KG, Saarbrucken, Germany.
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1. *Commentary on the Consumer Protection Act 2019* by Dr. J.N. Barowalia and Abhishek Barowalia (Lexis Nexis), Lexis Nexis Publications.
  2. Prof (Dr.) V.K. Agarwal, Bharat Law House, *Consumer Protection (Law and Practice)*, 9<sup>th</sup>. Ed. 2024.
  3. D.P. Wadhwa and N/L/ Rajah, Eastern Book Company Publications, *The Law of Consumer Protection*.
  4. *The Consumer Protection Act 2019, and Rules attached to it*