



SAVITRIBAI PHULE PUNE UNIVERSITY

(Formerly University of Pune)

Diploma in Consumer Protection Laws

(Faculty of Humanities- Law)

**Revised syllabus will be implemented with effect from the
Academic Year 2025-2026**

Savitribai Phule Pune University
Diploma in Consumer Protection Laws
(With effect from 2025-2026)

Eligibility for Admission

To be eligible for admission, the candidate must be 12th pass or have equivalent degree from any recognized Board / University.

Duration of the Program

Duration of the course shall be one academic year.

Medium of Instruction

The medium of Instruction of the Diploma in Consumer Protection Laws shall be English.

Examination

The examination shall be held at the end of every academic year.

Standard of Passing or exemption -

1. There shall be a written examination of 100 marks for all the theory papers at the end of the academic year.
2. A student who has secured 40 marks in the written examination is said to have passed the theory paper (course).
3. There shall be a journal for the practical paper consisting of 80 marks and a viva voce examination of 20 marks to be conducted by one internal faculty member and one external faculty member as assigned by the university or the principal of the Law college.
4. A student who has secured a minimum of 32 marks for the journal and a minimum of 8 marks in the viva voce is said to have passed the practical paper (course).
5. There shall be revaluation of the answer sheets of end semester University examination of theory papers as per Ordinance No. 134 A and B of SPPU, Pune.

Removal of Doubts and Difficulties:

Notwithstanding anything stated in the rules herein, for any unforeseen issues arising, and not covered by the rules herein, or in the event of differences of interpretation, the Vice-Chancellor of the University may take a decision and the said decision of the Vice-Chancellor shall be final and binding

Program Outcomes:

1. This course will provide the students the comprehensive understanding of Consumer Movement, certain consumer protection laws in India, overview of Consumer protection Act of 2019 which repealed old Act of 1986, Redressal mechanism in the field of consumer law.

There shall be following Papers:

Paper I -Consumer Movement and Consumerism

Paper II -Consumer Protection Act, 2019

Paper III-Consumer Dispute Redressal Mechanisms

Paper IV-Other Consumer Protection Legislations

Paper V -Practical Training

Detailed Syllabus is given below:

Paper I

Consumer Movement and Consumerism

1. Introduction- Consumer- meaning and definition, consumerism, Concept of consumerism, Consumer justice, Consumer Sovereignty, consumer law- nature, scope and importance,
2. Consumer Movement at national and international level
3. International Convention on Consumer justice and role of Consumer International, International activities for consumer protection, UN guidelines for Consumer Protection.
4. Consumer organisations and action groups, consumer resistance , consumer boycotts, Lobbying, consumer guidance
5. Consumer education, consumer awareness of rights and duties, role of media.
6. Constitutional perspective of consumer justice – social justice and welfarism, rights of producers and traders vs. Rights of consumers, right of legal services.
7. Right of healthy life and environment as a consumer right- Consumer rights under Environment Protection Act, 1986.
8. Human rights vis-a-vis consumer rights
9. Public utility services related laws.

Paper II

Consumer Protection Act, 2019

1. Historical background of consumer protection laws in India
2. United Nations & Consumer Protection Act
3. Laws dealing with consumer complaints
4. SOGA, 1930 - Caveat Emptor
5. Comparison between Consumer Protection Act, 1986 and Consumer Protection Act, 2019, Aims and Object of the Act
6. Definitions under Consumer Protection Act of 2019- consumer, service, goods, deficiency in service, defect in goods, unfair trade practice, restrictive trade practice, complaint, complainant, consumer dispute, consumer rights
7. Unfair trade practices – Important Cases
8. Deficiency in service in different sectors – Insurance services, banking services, financial services, housing etc. and negligence.

9. Product liability - Liability of product manufacturer, Liability of product service provider, Liability of product sellers, Exceptions to product liability action,
10. Offences and penalties

Paper III

Consumer Dispute Redressal Mechanisms

1. Introduction to Consumer Dispute Redressal Mechanisms under Consumer Protection Act, 2019.
2. Consumer Protection Councils – composition, procedure and objects.
3. Central Consumer Protection Authority- establishment, qualification, Appointment, procedure, Powers and functions of Authority.
4. Consumer Dispute Redressal Commissions – District, State and National Commission – Composition, Powers, Functions and Jurisdiction
5. Mediation – Establishment of mediation Cell, Appointment of mediators, procedure of mediation, duty and settlement by mediator.

MOTOR VEHICLES

Introduction, Necessity of licensing and regulation, Motor Vehicle Act, 1988 – objectives and framework, Licensing of drivers of motor vehicles, Licensing of conductors of stage carriages, features of Motor Vehicles (Amendment) Act 2019.

REGISTRATION OF MOTOR VEHICLES

Necessity of registration, Procedure for registration, No-objection certificate, Age limit for motor vehicles, Control of transport vehicles, Mandatory Motor Insurance, Vehicle Recall, Protection for Good Samaritans, Provisions relating to state transport undertakings, Construction, equipment and maintenance of motor vehicles, Road Safety Board, Control of traffic, Motor vehicles temporarily leaving or visiting India.

LIABILITY

Liability to pay compensation, fines, permanent disablement, insurance of motor vehicles, against third party risks, Motor Vehicles Claims Tribunal, offences and penalties under the Act.

Paper IV

Other Consumer Protection Legislations

1. Indian Contract Act, 1872
2. Sale of Good Act, 1930
3. Negotiable Instruments Act, 1881
4. Prevention of Food Adulteration Act, 1954 – Salient features and important judgments of Courts
5. Drugs and Cosmetics Act, 1954 - Salient features and important judgments of Courts
6. Standards of weights and measures Act, 1976 - Salient features and important judgments of Courts
7. Competition Act, 2002
8. Maharashtra Real Estate (Regulation and Development) Act, 2016

Paper V

Practical Training

1. **Report writing-** 25 marks
 - a. Observance of case in Consumer Forum
2. **Report Writing-** 25 Marks
 - a. Visit to AGMARK or
 - b. Department of Weight and measures or
 - c. ISI institute or
 - d. Department of Food and Adulterations or
 - e. Consumer Forum/Commission.
3. **Study & Writing case analysis of 10 Landmark Judgements of the Supreme Court of India related to Consulers-**30 Marks
4. **Viva voce** – 20 Marks

Recommended Books: -

1. Dr. N.V. Paranjape - CONSUMER PROTECTION LAW IN INDIA. Central Law Publications (2021 Edition)
2. Gordon Barries – The Development of Consumer Law and Policy (1984)
3. Joel R. Ivans. Consumerism in the United States and Inter-Industry Analysis.
4. Ram Krishana Bajaj – Consumer viewpoint

5. M.M.Prasad. Top Consumer Behaviour (Top Publication, Delhi)
6. Robert N. May, Consumer Movement – Guardians of Market Place (1980)
7. Foo Gaik Sim, 10 CU on record, A documentary history of the International Organisation of Consumer Unions 1969-90
8. United Nations guidelines on Consumer Protection 9th April 1985.
9. Rajesh Kapoor, Avtar Singh's Law of Contract & Specific Relief, EBC.
10. Ramesh S. Prabhu, Vinay Thyagaraj, Maharashtra RERA Law & Practice, TAXMANN
11. Avtar Singh, Competition Law, Edition 2022, EBC publications
12. Sarkar, Utpal Ranjan. Sarkar's Motor Accidents: Motor Insurance Claims & Compensation. New Delhi: Sodhi Publications, 2004.
13. Raju, Doraiswamy. Supreme Court Motor Accident Judgements (1995-2006). New Delhi, India Law House, 2007.
14. Sengupta's Commentary on Motor Vehicles Act. 3rd ed. Allahabad, Dwivedi Law Agency, 2006.
15. Kannan, K., and N. Vijayaraghavan. MLJ Motor Vehicle Laws (2 Vols). 13th ed. New Delhi: LexisNexis Butterworths Wadhwa & Company Nagpur, 2008.
16. Ejaz Ahmad's An Exhaustive Commentary on Motor Vehicles Act. 4th ed. Revised by Anil Sachdeva. Jodhpur: Unique Law Publishers, 2007