

Netaji Subhas Open University (NSOU)

## **Consumer Affairs (CoA)**

### **SYLLABUS**

Eligibility: 10+2

Duration: 6 Months

Full Marks: 400

#### **Course Structure**

Module I: An Introduction to Consumer Affairs

Module II: Business Environment

Module III: Legislation

Module IV: Project Work

#### **Module I: An Introductory to Consumer Affairs**

- 1) An Introduction to History and Development of Consumer Movement;
- 2) An introduction to International Organizations and Agreements;
- 3) Product Liabilities Including Tortious Liabilities;
- 4) Role of Non-Government Organizations (NGOs) and Voluntary Consumer Organizations (VCOs);
- 5) Assignments and few Sample Question papers

#### **Module II: Business Environment**

1. An introductory to Various Economy;
2. Nature and Evolution of Business Environment;
3. Globalization and it's Consequences;
4. E- Commerce;
5. Unfair Trade Practice;
6. Assignments and few Sample Question papers.

#### **Module III: Legislation**

1. Features and Aim of Consumer Protection Act;
2. Consumer Protection Act;
3. Comparison between Pre and Post Legislation Period;
4. Land Mark Judgement;
5. Assignments and few Sample Question papers.

#### **Module IV: Project Work**

1. An Introduction to the Project Work;
2. Contents of a Good Project;
3. Probable Ares of Project Work;
4. Sample Projects

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