

SEMESTER V / VI**USCOD520/USCOD620 - CONSUMER GUIDE AND EMPOWERMENT**

Year/ Semester	Course Code	Title of the course	Course type	Course category	No. of Hours	Credits	Marks
III/V/VI	USCOD520/ USCOD620	Consumer Guide and Empowerment	Theory	Skill Based Elective	2	2	40+60

Course Objectives

- 1.To understand the advantages and limitation of the consumer movement and the right of consumer
- 2.To understand the role of the consumer guidance society of India
- 3.It get information about demerits or defects of products from consumer and suggests remedial measures
- 4.Students learn food safety and standards authority of India
5. Students will be able to appreciate the emerging questions and policy issues in consumer law for future research

Course Learning Outcomes(CLO)

- 1.Gain knowledge on Consumer Movement
2. Apprehend Knowledge on Right to Information act
- 3.Acquire Theoretical Knowledge Consumer Protection act
- 4.Know About FSSAI 2006 Act
- 5.Have In-Depth Knowledge on Certification Marks

CO's consistency with PO'S

CO	PO1	PO2	PO3	PO4	PO5	PO6
1	H	M	H	H	H	H
2	H	M	H	H	H	H
3	H	H	M	H	M	M
4	M	H	H	M	H	M
5	H	M	H	H	H	M

(Low – L, Medium – M, High – H)**CO's consistency with PSO'S**

CO	PSO1	PSO2	PSO3	PSO4	PSO5	PSO6
1	H	M	H	H	H	H
2	H	M	H	H	H	H
3	H	H	M	H	M	M
4	M	H	H	M	H	M

5	H	M	H	H	H	M
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(Low– L, Medium – M, High– H)

Course Syllabus

Unit I: Consumer Awareness Movement

(6 Hours)

- 1.1 Consumer Awareness Movement (K₁, K₂)
- 1.2 Gandhiji's quote - Brief History (K₁, K₂)
- 1.3 Main features and Provision for Consumer Rights (K₁, K₂)
- 1.4 Responsibilities towards each Right (K₁, K₂, K₃)
- 1.5 Critical Awareness (K₁, K₂, K₃)
- 1.6 Environmental concern and United Nations Guidelines (K₁, K₂)

Unit II: Right to Information

(6 Hours)

- 2.1 Right to Information Act (K₁, K₂)
- 2.2 Public information Officer and Assistant (K₁, K₂)
- 2.3 Supply of Information to Associations (K₁, K₂, K₃)
- 2.4 Time period for supply of Information (K₁, K₂)
- 2.5 Appeals and Complaints (K₁, K₂, K₃)
- 2.6 Third party Information and Disclosure (K₁, K₂, K₃)

Unit III: Consumer Protection Act 1986

(6 Hours)

- 3.1 Consumer Protection Act 1986 (K₁, K₂, K₃)
- 3.2 Preliminary (Introduction, commencement and application) (K₁, K₂)
- 3.3 Consumer Protection Council (K₁, K₂, K₃)
- 3.4 Establishment, Composition, Jurisdiction, Complaint, Manner, Procedure on Receipt of Complaint finding, Appeal (K₁, K₂)
- 3.5 Finality of order -limitation Period (K₁, K₂)
- 3.6 Administrative control and Enforcement of Orders by the Redressal Agencies (K₁, K₂, K₃)

Unit IV: FSSAI ACT 2006 (Food Safety and Standards)

(6 Hours)

- 4.1 FSSAI Act 2006 (K₁, K₂, K₃)
- 4.2 Food safety and standards Authority of India (K₁, K₂)
- 4.3 General provisions as to Articles of Food (K₁, K₂)
- 4.4 Compliance steps of FBO (K₁, K₂)
- 4.5 Liability of the Manufacturers, Packers, Wholesalers, Distributors and Sellers Food Recall Procedures (K₁, K₂)
- 4.6 Offences and penalties, General Provisions relating to Penalty (K₁, K₂, K₃)

Unit V: Certification Agencies - Certification Mark

(6 Hours)

- 5.1 Certification Agencies (K₁, K₂)
- 5.2 Certification Marks, BIS Hall Mark, AGMARK, ISI Mark, FPO Mark (K₁, K₂, K₃)
- 5.3 Vegetarian and Non Vegetarian Mark, Geographical Indication Mark (K₁, K₂, K₃)
- 5.4 Significance of Certification Mark (K₁, K₂)
- 5.5 Bureau of Indian Standards (K₁, K₂, K₃)
- 5.6 Objectives and Activities (K₁, K₂)

Text Books:

- 1.E-books available in the FSSAI website like
- 2.Dart, Pink, Yellow and Orange books
3. Newsletters (quarterly publications) of State Consumer Knowledge Helpline Resource Management Portal (SCHKRMP)
- 4.“Nugarvor Kavasam” a publication by the Department of Civil Supplies and Consumer

Web Resources:

1. www.consumer.tn.gov.in – publications
2. www.consumeradvice.in – publications