

Neha vij  
Extension lecturer

## **CONSUMER PROTECTION**

Bba -3<sup>rd</sup> year 6<sup>th</sup> sem

January

Concept and types of consumer, need for consumer protection; approaches to consumer protection; consumer buying motives; doctrines of caveat emptor and caveat venditor; concept of consumer's sovereignty; basic consumer rights.

February

Measures for consumer protection in India; basic provisions of the Consumer Protection Act. (CPA)1986; organizational set up for consumer protection under CPA; procedure of filing a complaint; relief available.

March

Competition Act - Provisions relating to consumer protection; Role of voluntary consumer organizations; formation and registration of a voluntary consumer organization, business self-regulation, consumer awareness - role of media and government.

April

Recent developments in consumer protection movement; consumer information and knowledge as means of protection; sources of consumer information, ethical marketing as an instrument of consumer protection, Role of Advertising Standard Council of India in consumer protection.

## **Indian business environment**

Bba-2<sup>nd</sup> 4<sup>th</sup> sem

January

Business Environment Nature, components of business environment: internal and external environment: country risk; political risk; international impact on business environment; nature of Indian economy

Feb

Economic reforms; Liberalization, privatization and globalization, monetary and fiscal policy, Competition Act 2002, Consumer protection; corporate governance

March

Industrial policy of 1991; public sector reforms; public private partnership; SMEs threats and challenges, industrial sickness, introduction to SEBI and investor protection

April

Balance of Payments scenario; foreign trade pattern and policy, environment for international direct investment, Foreign Exchange Management Act; WTO, IMF, World Bank

Corporate leadership

Bba -2<sup>nd</sup> year 4<sup>th</sup> sem  
B.com- 1<sup>st</sup> year 2<sup>nd</sup> sem

Jan

framework for analyzing leadership  
Introduction: Concept of leadership, trait and behavioural approaches, contingency approach.

Feb

Focus on Leader: Leader as an individual, power and influence, leadership and values, emotional leadership and leadership, leadership behaviour, courage and moral leadership

March

Leader as relationship builder: motivation and empowerment, leader as communication champion, leading teams, leadership diversity

April

Leader as social architect: Creating vision and strategic direction, shaping culture and values, designing an leading learning organization, leadership and change