

UNIVERSITY OF MUMBAI

CIRCULAR :-

No.UG. / 254 of 2006

Mumbai - 400 032.

15th July 2006.

The V/c. Director
Department of Adult and Continuing
Education and Extension,
Vidyapeeth Vidyarthi Bhavan,
B-Road, Churchgate
MUMBAI-400 020.

Sir,

I am to inform you that the proposal for introduction of the Diploma in Consumer Consultancy by the University in your Department has been accepted by the Academic Council at its meeting held on 12th May, 2006 vide Item No.7.9 and subsequently approved by the Management Council at its meeting held on 16th June, 2006 vide Item No.6 and that in accordance therewith the Diploma in Consumer Consultancy is instituted by the University at the Department of Adult and Continuing Education and Extension from the academic year 2006-2007.

Further that in exercise of the powers conferred upon the Management Council under Section 54(1) and Section 55(1) of the Maharashtra Universities Act 1994, it has made the Ordinances 5615 and 5616 and Regulations 5409, 5410, 5411, 5412, 5413, 5414, 5415 and 5416 including syllabus relating to the Diploma in Consumer Consultancy is passed as per Appendix and that the same has been brought into force with effect from the academic year 2006-2007.

Yours faithfully,

AC/7.9/12.05.2006

MC/06/16.06.2006

Dr. S. P. Chhabra
for REGISTRAR

Copy to :-

The Director, Board of College and University Development, the Deputy Registrar (Eligibility and Migration Section), the Director of Students Welfare, the Personal Assistants to the Vice-Chancellor, the Pro-Vice-Chancellor, the Registrar and the Assistant Registrar, Administrative sub-center, Ratnagiri for information.

The Officer on Special Duty-cum- Controller of Examinations (10 copies), the Finance and Accounts Officer (2 copies), Record Section (5 copies), Publications Section (5 copies), the Deputy Registrar, Enrolment, Eligibility and Migration Section (3 copies), the Deputy Registrar, Statistical Unit (2 copies), the Deputy Registrar (Accounts Section), Vidyanaagari (2 copies), the Deputy Registrar, Affiliation Section (2 copies), the Director, Institute of Distance Education, (10 copies) the Director University Computer Center (IDE Building), Vidyanaagari, (2 copies) the Deputy Registrar (Special Cell), the Deputy Registrar, (PRO) . the Assistant Registrar, Academic Authorities Unit (2 copies) and the Assistant Registrar, Executive Authorities Unit (2 copies) . They are requested to treat this as action taken report on the concerned resolution adopted by the Academic Council referred to in the above Circular and that no separate Action Taken Report will be sent in this connection. the Assistant Registrar, Constituent Colleges Unit (2 copies), BUCT (1 copy), the Deputy Account, Unit V (1 copy), the In-charge Director, Centralize Computing Facility (1 copy), the Receptionist (1 copy), the Telephone Operator (1 copy), the Secretary MUASA (1 copy), the Superintendent, Post-Graduate Section (2 copies), the Superintendent, Thesis Section (2 copies)



University of Mumbai
Ordinances, Regulations Scheme and Syllabus relating to the
Part-time Diploma Course in Consumer Consultancy

O. 5615 **TITLE OF THE COURSE**

DIPLOMA COURSE IN CONSUMER CONSULTANCY (PART-TIME)

O. 5616 **ELIGIBILITY FOR ADMISSION**

H.S.C. or equivalent examination passed.

ADMISSION PROCEDURE

- 1) A candidate shall apply in a prescribed form along with the requisite fees and deposit.
- 2) The decision of the Head of the Institution regarding the admission shall be final.

R 5409 **INTAKE CAPACITY**

A batch shall consist of not more than 30 students.

R 5410 **TEACHERS / FACULTY QUALIFICATIONS**Faculty: -

One coordinator + necessary visiting faculty from the consumer movement for undertaking theory, practical and project work..

- 1) Graduate of any faculty with at least five years' experience of appearing before Consumer Forum, OR
- 2) Law graduate with at least three years' experience of appearing before the Consumer Forum. OR
- 3) Graduate of any faculty with at least five years' experience as the President or a Member of the Consumer forum. OR
- 4) Graduate of any faculty with at least five years' professional experience in the requisite Consumer Service field.

R 5411 **MEDIUM OF INSTRUCTION**

English / Marathi

R 5412 **FEE-STRUCTURE (with bifurcation)**

Tuition Fees	Rs.3,000/-
Examination Fee	Rs. 200/-
Study Material	Rs. 300/-
Library Fee	Rs. 100/-
Miscellaneous Fee	Rs. 100/-
Library deposit (Home Reading) (Refundable)	Rs. 500/-
Total	Rs. 4,200/-

R⁵⁴¹³ **DURATION OF THE COURSE**

Two Semesters. (One Year)

2 hours per day. (2nd and 4th Saturdays and holidays off.)

R⁵⁴¹⁴ **SCHEME OF PAPERS**

A)	Theory papers	Marks (Internal)	Marks (External)	Marks Total	Teaching (hours.)
Paper I	Consumer Protection Act (CPA) and Right to Information Act (RTIA)	15	75	90	60
Paper II	Services and Trade Practices <u>Any five of the Services or Trade Practices below –</u> a) Insurance b) Building and Construction c) Electric supply d) Banking e) Post and Telephones f) Medical g) Legal h) Unfair Trade Practices or Restrictive Trade Practices i) Travel and Tourism	15	75	90	60
B)	Practical: - a) Affidavit (General) b) Affidavit (Special-Goods) c) Affidavit (Special-Services) d) Notice e) Consumer Complaint Drafting (Goods) g) Consumer Complaint Drafting (Services) h) Written say (Goods) i) Written say (Services) j) Visit to Consumer Forum k) Moot Forum	5	15	20	20
C)	Project Work	Grading	Grading	Grading	20
	Total	35	165	200	160

R 5415 SCHEME OF EXAMINATION

1. The examination shall be conducted at the end of each semester.
2. Each theory paper shall carry 75 marks and shall be of two and half hrs. duration.
3. Practical examination shall be of two hrs. duration.
4. Project work shall be assessed by expert faculty and graded A+, A, B+, B, C+, C or as per the gradation system in existence for similar courses.

The project work shall be undertaken only in the second term but it shall be assessed only after the student successfully completes the theory and practical examination.

DETAILED SYLLABUS

Paper I :- Consumer Protection Act (CPA) and Right to Information Act (RTIA) **(Total 60 hours)**

Various acts other than CPA which is in force for sale of goods and services. Inadequacies of these acts to provide just relief to the consumer grievances, out line of the difference between judicial system and quasi judicial system provided by CAP. *5 hours*

1. Consumer Protection Act, 1986.(CPA)

- a) Definitions of terms involved (emphasis to be given to the definitions of complaint, consumer dispute, defect in goods, deficiency in service, spurious goods, restrictive trade practice, unfair trade practice (Ref. Section 2). *8 hours*
- b) Rights of Consumers, Consumer Protection Councils at district, State and national levels, composition of councils and their working (Ref. Section 4 to 8A) *4 hours*
- c) Consumer disputes redressal agencies at district, state and national levels, with their composition, jurisdiction (pecuniary and territorial), payment of fees, limitation, state and national commissions as appellate authorities, who can file a complaint ? (Ref. Sections 9, 10, 11, 12, 15, 16, 17, 19, 20, 21, 23) *12 hours*
- d) Procedure to be adopted by the consumer forum on admission of the complaint and the nature of relief that may be provided by the forum (Ref. Sections 13, 14) *4 hours*

- e) Provisions in the act are in addition to and not in derogation to the provisions of any other law, provisions for speedy justice, circuit benches, power of state commission and national commission
(Ref. Section 3, 13, 17A, 17B, 22, 22A, 22B, 22C, 22D, 24B, 28A)
4 hours
- f) Enforcement of the order of the forum, penalty on non-compliance of the order and dismissal of the frivolous or vexatious complaint
(Ref. sections 25, 26, 27, 27A)
4 hours
- g) Rules and regulations related to consumer protection councils and for practice and procedure with reference to cases.
4 hours
2. Consumer movement, consumer organizations, creating awareness in consumers about their rights and duties, impact of advertisements. 5 hrs.
3. Right to Information Act (RTIA)
- a) Explanation of terms : Competent authority, information, Govt. organization, and document right to information.
2 hours
- b) Liabilities of the Govt. organization in relation to the information.
2 hours
- c) Appointment of information which may not be provided, appellate authorities.
4 hours
- d) Establishment of state and central information commissions their functions and powers.
4 hours

REFERENCE BOOKS AND NAMES OF PUBLISHERS

Paper I:- Consumer Protection Act (CPA) and Right to Information Act (RTIA)

Bare Acts: -Published by Government of India

- 1) Consumer Protection Act, 1986 and Rules
- 2) Contract Act
- 3) Evidence Act
- 4) Limitation Act
- 5) Civil Procedure Code
- 6) Criminal Procedure Code
- 7) M R T P Act
- 8) Sale of Goods Act
- 9) Consumer Protection Reporter Yearly Volumes
- 10) Consumer Protection Digest Volumes

Paper II Services and Trade Practices

Following are the topics to be covered in the case of each of the FIVE Services / Trade Practices selected wherever regulatory act is in force.

- | | |
|--|---------|
| 1. Definitions of important terms. | 2 hours |
| 2. Liabilities of the service provider | 2 hours |
| 3. Responsibilities of the consumer, if any | 2 hours |
| 4. Regulatory rules related to the consumers, if any | 2 hours |
| 5. Conditions of service | 2 hours |
| 6. Important Judgments of the National Commission, the Supreme Court of India. | 2 hours |

Total 12 hours

REFERENCE BOOKS AND NAMES OF PUBLISHERS

Paper II :-Services / Trade Practices

- 1) Electricity Act, 2003 and Rules
- 2) Maharashtra Ownership of Flats Act
- 3) Post and Telegraph Act and Rules
- 4) Advocates Act
- 5) Banking Regulation Act
- 6) Insurance Act
- 7) Right to Information Act

All the books are published by the Government of India.

Therefore for FIVE SERVICES / TRADE PRACTICES the total hours will be 60

Project Work: -

(A) Every student will be required to develop three different consumer complaint applications for presentations before the appropriate consumer forum, complete with documentary evidence, affidavits etc. Out of the three, one each should be from the field of goods and services respectively. The distribution of work shall be as under –

- | | |
|--|----------|
| 1. Discussion with the complainant. | (1 hour) |
| 2. Compilation and scrutiny of documents. | (3 hrs.) |
| 3. Issuing notice to the opposite party. | (2 hrs.) |
| 4. Case law to be referred. (Library work) | (6 hrs.) |
| 5. Drafting the complaint application. | (3 hrs) |

Total 15 hrs.

(B) Besides this, a student shall prepare a detailed project report after studying the service rendered by some institution or undertaking, e.g. S.T., Banking, Insurance and the like. The distribution of work shall be as under –

- | | |
|---|----------------|
| 1. Visit to the institution/organization to study the Services provided | (2 hrs.) |
| 2. Selection of the area of study | (1 hr.) |
| 3. Study of the related pamphlets, documents | (3 hrs.) |
| 4. Collection of the data | (6 hrs.) |
| 5. Discussions with the service-provider and the consumers | (5 hrs.) |
| 6. Preparation and filing of the report | (3 hrs.) |
| Total | 20 hrs. |

Attendance and Discipline: -

- 1) 75% attendance at theory and practical is compulsory.
- 2) If attendance is less than 75%, the student shall be required to take fresh admission.
- 3) In case of project work, filing of weekly written progress report to the concerned faculty is mandatory. Project work not accompanied by progress reports shall not be considered for evaluation.
- 4) If a student is indulging in irregular attendance and/or undisciplined behavior, his admission shall be cancelled and no fees shall be refunded. The decision of the Head of the Institution in this regard shall be final.

Infrastructure Requirements: -

- 1) A classroom to accommodate 30 students complete with benches, a black board, etc.
- 2) Library room with enough bookshelves with a reading hall to accommodate 10 students at a time.

R. 5416 STANDARD OF PASSING

1. A candidate shall have to secure not less than 40% marks in each theory paper and practical course separately and a minimum of B grade in project work.
2. A candidate failing to secure the above will be eligible to reappear for the paper(s), practical, project work on payment of requisite examination fee.
3. Theory and practical examination shall be conducted at the end of the semester. A candidate passing theory and practical courses shall be allowed to enter the next semester course but shall be examined in the project work only after passing the theory and practical courses.