



Rayat Shikshan Sanstha's
Dr. Patangrao Kadam Mahavidyalaya,
Ramanandnagar (Burl)
Department of Commerce



Value Added Course 2022-23

Consumer Protection

Syllabus

Unit 1: Introduction of Consumer awareness

Consumer meaning and definitions

Need for Consumer awareness

"complainant" means

Unit 2 : Rights and Duties of Consumer

Rights of consumer

Duties of Consumer

Unit 3 : Consumer Protection Act 1986

Need for Formation of Act

Act Preparation procedure

Consumer Protection Council

The State Consumer Protection Councils.

Unit 4 : Consumer Grievance Redress Mechanism

Establishment of Consumer Disputes Redressal Agencies.

Composition of the District Forum.

Manner in which complaint shall be made.

Procedure on receipt of complaint.



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Course Outcome

- a) **Duration:** 3 months
- b) **Eligibility:** H.S.C. Passed
- c) **Intake:** 10 Students
- d) **Course Fees:** free of cost
- e) **Examination System:** 1 Papers of 100 Marks each

f) Course Outcome:

After studying this course, students should be able to:

1. Students should be informed about Consumer Awareness.
2. The rights and duties of the consumer should be understood.
3. Get information about the Consumer Protection Act.
4. Understand the mechanism of how to file a complaint.
5. To Understand consumer Grievance Redress Mechanism

Head,
Department of Commerce
Dr. Patangrao Kadam Mahavidyalaya,
Ramanandnagar (Burli)

Principal,
Dr. Patangrao Kadam Mahavidyalaya,
Ramanandnagar (Burli)
Tal. Palus, Dist. Sangli.



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Question Paper

- Q.1 Define Consumer (10 Marks)
- Q.2 What are the Difference between Customer & Consumer (10Marks)
- Q.3 Features of Consumer Protection Act (10 Marks)
- Q.4 Rights of consumer (10 Marks)
- Q.5 Duties of Consumer (10 Marks)
- Q.6 Consumer Protection Council (10 Marks)
- Q.7 The State Consumer Protection Councils (10 Marks)
- Q.8 Establishment of Consumer Disputes Redressal Agencies(10 Marks)
- Q.9 Manner in which complaint shall be made (10 Marks)
- Q.10 Procedure on receipt of complaint. (10 Marks)



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Consumer Protection
PROCEEDING OF MEETING

Date:-08/12/2022

Departmental meeting was held on 08/12/2022 at 11.30 am under the heading of Head of the department, all the members were present, main agenda of meeting was to discuss on the implementation of VALUE ADDED course in department for 2nd year commerce students.

Committee has decided that 3 months (30 clock hours) VALUE ADDED course entitled Consumer Protection will be introduced from 1st Jan, 2023 to 30th April, 2023. The governing of course committee is formed, this departmental committee will be run, govern and supervise the course. Besides this syllabus of course is finalized, work load distributed. Also the time table was prepared, Prof. B. D. Patil expressed vote of thanks and meeting is over.

Head,
Department of Commerce

1. Prof. Smt. Pudale P. D.
2. Prof. Patil B. D.
3. Prof. Salunkhe V. D.



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Notice

Date 07/12/2022

The faculty members of department kindly informed that departmental meeting will be held on 08/12/2022 at 11.30 am. In department staffroom, attend the same.

Pudale
Chairman

Agenda:-

1. Discussion on the VALUE ADDED Course
2. Discussion on course fee & Intake.
3. Discussion on notice to the students.
4. To prepare time table.
5. Distribution of Syllabus.

Member:-

- Prof. Smt. Pudale P. D.
- Prof. Patil B. D.
- Prof. Salunkhe V. D.



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Consumer Protection

Students Name List

Sr.No	Name of the Students	Class
1	JAMADAR JAINAB SHAKIL	B. Com II
2	JANKAR TANUJA RAJENDRA	B. Com II
3	MANE SHRUTIKA ARVIND	B. Com II
4	MORE RUTUJA MANIK	B. Com II
5	PARIT NEHA NAMDEV	B. Com II
6	PATEL SIMRAN SHAHANAVAJ	B. Com II
7	PATIL PRANALI MAHADEV	B. Com II
8	PATIL PRAPTI SAYAJI	B. Com II
9	SAWANT ANKITA HANMANTRAO	B. Com II
10	SAWANT MONIKA HANMANT	B. Com II

Head,
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Value Added Course 2022-23

Consumer Protection

Time Table

Time	Day	Teacher
11 to 12	Monday	Smt. P. D. Pudale
11 to 12	Tuesday	Mr. B. D. Patil
11 to 12	Wednesday	Shri. V. D. Salunkhe

PDP: Smt. P. D. Pudale

BDP: Mr. B. D. Patil

VDS: Shri. V. D. Salunkhe

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Value Added Course 2022-23

Consumer Protection

Mark sheet

Sr.No	Student Name	Total	Result
		(Marks out of 100)	
1	JAMADAR JAINAB SHAKIL	78	Pass
2	JANKAR TANUJA RAJENDRA	76	Pass
3	MANE SHRUTIKA ARVIND	74	Pass
4	MORE RUTUJA MANIK	76	Pass
5	PARIT NEHA NAMDEV	83	Pass
6	PATEL SIMRAN SHAHANAVAJ	78	Pass
7	PATIL PRANALI MAHADEV	76	Pass
8	PATIL PRAPTI SAYAJI	74	Pass
9	SAWANT ANKITA HANMANTRAO	79	Pass
10	SAWANT MONIKA HANMANT	71	Pass

[Signature]

Head,
Department of Commerce
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Ramanandnagar (Burl)

[Signature]

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Value Added Course 2022-23

Consumer Protection

Composition of committee

Sr. No.	Name	Designation
1	Prof. Smt. Pudale P. D.	Chairman & Coordinator
2	Prof. Patil B. D.	Member
3	Prof. Salunkhe V. D.	Member
5	Miss. Jamadar Jainab Shakil	Student

Agenda:-

1. To organize Value Added Course entitled "CONSUMER PROTECTION".
2. To start self-finance course for B.Com. Students to understand concept of Consumer Protection.

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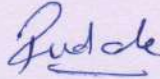


Value Added Course 2022-23

Consumer Protection

Report

The Department of commerce conducted one value Added Course for the year 2022-23 entitled. Consumer Protection. 10 students of Second year B. Com. were enrolled for this course and completed course successfully. In this course all the necessary things which every consumer need to be follow as well as apply in their day to day life are taught. Duration of the course is 3 Months (30 Lectures) which is covered from 1st Jan, 2023 to 30th April, 2023.


Head,
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Principal,
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Ramanandnagar (Burl)
Tal. Patas, Dist. Solapur



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Value Added Course 2022-23

Consumer Protection

Notice

Date:-09/12/2022

All the students of 2nd year commerce who admitted for VALUE ADDED course are informed that VALUE ADDED Course 'Consumer Protection' is starting from 1st Jan, 2023 to 30th April, 2023, kindly notice that attendance is compulsory for course.

Time table of Theory and practical of VALUE ADDED course will be displayed on notice board.

Head of the Department



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Value Added Course 2022-23

Consumer Protection
Exam Notice

Student of Value Added Course **Consumer Protection** are hereby informed that their examination will be conducted on Wednesday, 3rd May, 2023. Time table is as follows.

Exam: Consumer Protection

Day & Date : Wednesday, 3rd May, 2023.

Time: 11.00 am to 12.00 noon

Place: C 106

Head & Coordinator

Department of Commerce



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Value Added Course 2022-23

Consumer Protection

Attendance

Lecture time - : 11 to 12 noon

Sr. No	Name of the Students	Jan, 2023											
		2	3	4	9	10	11	16	17	18	23	24	30
1	JAMADAR JAINAB SHAKIL	JSS	JSS	JSS	JSS	JSS	JSS	JSS	JSS	JSS	JSS	JSS	JSS
2	JANKAR TANUJA RAJENDRA	RJ	RJ	RJ	RJ	RJ	RJ	RJ	RJ	RJ	RJ	RJ	RJ
3	MANE SHRUTIKA ARVIND	S.mane	S.mane	S.mane	S.mane	S.mane	S.mane	S.mane	S.mane	S.mane	S.mane	S.mane	S.mane
4	MORE RUTUJA MANIK	More	More	More	More	More	More	More	More	More	More	More	More
5	PARIT NEHA NAMDEV	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP
6	PATEL SIMRAN SHAHANAVAJ	SSP	SSP	SSP	SSP	SSP	SSP	SSP	SSP	SSP	SSP	SSP	SSP
7	PATIL PRANALI MAHADEV	PPP	PPP	PPP	PPP	PPP	PPP	PPP	PPP	PPP	PPP	PPP	PPP
8	PATIL PRAPTI SAYAJI	PSP	PSP	PSP	PSP	PSP	PSP	PSP	PSP	PSP	PSP	PSP	PSP
9	SAWANT ANKITA HANMANTRAO	AS	AS	AS	AS	AS	AS	AS	AS	AS	AS	AS	AS
10	SAWANT MONIKA HANMANT	MAS	MAS	MAS	MAS	MAS	MAS	MAS	MAS	MAS	MAS	MAS	MAS

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Head,
 Department of Commerce
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Principal,
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Value Added Course 2022-23

Consumer Protection

Protection

Attendance

Lecture time - : 11 to 12 noon

Sr. No	Name of the Students	Feb-March 2023											
		1	6	7	8	13	14	20	27	28	1	6	7
1	JAMADAR JAINAB SHAKIL	JS	JS	JS	JS	JS	JS	JS	JS	JS	JS	JS	JS
2	JANKAR TANUJA RAJENDRA	TJ	TJ	TJ	TJ	TJ	TJ	TJ	TJ	TJ	TJ	TJ	TJ
3	MANE SHRUTIKA ARVIND	Smene	Smene	Smene	Smene	Smene	Smene	Smene	Smene	Smene	Smene	Smene	Smene
4	MORE RUTUJA MANIK	Mone	Mone	Mone	Mone	Mone	Mone	Mone	Mone	Mone	Mone	Mone	Mone
5	PARIT NEHA NAMDEV	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP
6	PATEL SIMRAN SHAHANAVAJ	SP	SP	SP	SP	SP	SP	SP	SP	SP	SP	SP	SP
7	PATIL PRANALI MAHADEV	PP	PP	PP	PP	PP	PP	PP	PP	PP	PP	PP	PP
8	PATIL PRAPTI SAYAJI	PS	PS	PS	PS	PS	PS	PS	PS	PS	PS	PS	PS
9	SAWANT ANKITA HANMANTRAO	AS	AS	AS	AS	AS	AS	AS	AS	AS	AS	AS	AS
10	SAWANT MONIKA HANMANT	MS	MS	MS	MS	MS	MS	MS	MS	MS	MS	MS	MS

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Head,
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Attendance

Lecture time - : 11 to 12 noon

Sr. No	Name of the Students	March-April 2023											
		13	14	20	27	28	3	4	5	10	11	12	26
1	JAMADAR JAINAB SHAKIL	JJ	JJ	JJ	JJ	JJ	JJ	JJ	JJ	JJ	JJ	JJ	JJ
2	JANKAR TANUJA RAJENDRA	RJ	RJ	RJ	RJ	RJ	RJ	RJ	RJ	RJ	RJ	RJ	RJ
3	MANE SHRUTIKA ARVIND	Arv	Arv	Arv	Arv	Arv	Arv	Arv	Arv	Arv	Arv	Arv	Arv
4	MORE RUTUJA MANIK	More	More	More	More	More	More	More	More	More	More	More	More
5	PARIT NEHA NAMDEV	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP	NP
6	PATEL SIMRAN SHAHANAVAJ	SSP	SSP	SSP	SSP	SSP	SSP	SSP	SSP	SSP	SSP	SSP	SSP
7	PATIL PRANALI MAHADEV	PP	PP	PP	PP	PP	PP	PP	PP	PP	PP	PP	PP
8	PATIL PRAPTI SAYAJI	PSP	PSP	PSP	PSP	PSP	PSP	PSP	PSP	PSP	PSP	PSP	PSP
9	SAWANT ANKITA HANMANTRAO	AS	AS	AS	AS	AS	AS	AS	AS	AS	AS	AS	AS
10	SAWANT MONIKA HANMANT	MAS	MAS	MAS	MAS	MAS	MAS	MAS	MAS	MAS	MAS	MAS	MAS

Rudak

Head,
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Principal,
Dr. Patangrao Kadam Mahavidyalaya,
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