



# Certificate Course

**Know your rights - be  
an empowered  
Consumer**

*Course Fee - Rs. 500/- only*

**Course Duration: 30 Hours**

**Platform: Online**

**To Join - Visit: <https://sac-elearning.com/courses/new-course-119/>**

**Course Name:** CONSUMER PROTECTION

**Course Duration:** 30 hours

**Course Type:** CC

**Course Coordinator:**

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## **MODULE I: CONSUMER PROTECTION**

**(15 HOURS)**

Introduction to Consumerism, Concept of consumer movement, role of consumer movement, the UN guideline for Consumer Protection, basic concept: goods, service, deficiency of service, unfair trade practices, restrictive trade practices. Meaning of Consumer Protection, consumer rights, need for Consumer Protection, agencies for ensuring Consumer Protection, aims and objectives of Consumer Protection ACT. The Central Consumer Protection Council, State Consumer Protection Council and District Forum

## **MODULE III: REDRESSAL MECHANISM**

**(15 HOURS)**

Concept of complaint, the Jurisdiction of Consumer Fora, Fee for filing Complaint, file a Complaint, the Procedure to file complaint in Consumer Fora, the time limit for filing a complaint, the provision for appeal, the Reliefs available to Consumers from Consumer Fora  
Quality Assurance: assessing the quality of a product before purchase, Standard-types of standard: ISI Mark, Hallmarking, AGMARK, ISO Mark, Silk Mark, Wool mark, Hologram, Handloom Mark, Eco mark, Recycling Mark, BEE Label, FSSAI Logo.

**Mode of Evaluation: Test – 02 & Assignment – 02 (Each Module)**