

Shyam Lal College, University of Delhi

Model Course Handout / Lesson Plan

Course Name: B.Com, (H): Semester - V		
Semester	Course Code	Couse Title
V	(DSC - 5.3)	CONSUMER AFFAIRS AND SOVEREIGNTY

Lesson Plan:

Unit No.	Learning Objectives		Topics to be covered
	S.No.	Week	
1	Conceptualization Frmaework		Concept of Consumer, Consumer Buying Process, Post-Purchase Behaviour, Factors affecting voicing of consumer grievances, Alternatives available to dissatisfied consumers: Private Action and Public Action. Complaint handling process : ISO 10000 suite Nature of markets: Liberalization and Globalization of the Indian Consumer Market, Socio Economic Classification of Indian Consumers, online and offline markets; Organized and unorganized market, Grey market Concept of price in retail and wholesale, MRP, Fair price, labeling and packaging: legal aspects.
	1	Aug 16-17, 2024	
	2	Aug 19-24, 2024	
	3	Aug 26-31, 2024	
2	Consumer Protection Act. 2019		Genesis of the Consumer Protection law in India; Basic concepts: Consumer, goods, service, defect in goods, deficiency in service, spurious goods, unfair trade practice, restrictive trade practice, unfair contract, product liability, consumer rights. Organizational Set up under the CPA, 2019: Advisory bodies: Consumer Protection Councils at the Central, State, and District level: Composition and role. Central Consumer Protection Authority: Composition and Powers; Adjudicatory bodies: District Commission, State Commission, and National Commission: Composition and Jurisdiction (Territorial and Pecuniary). Role of Supreme Court under the CPA with relevant case laws. Consumer Mediation Cell.
	4	Sept 2-17,2024	
	5	Sept 9-14, 2024	
	6	Sept 16-24,2024	
3	Grievance Redress Mechanism under the CPA, 2019		Who can file a Complaint? Grounds of Filing a Complaint, Limitation Period, and Procedure for Filing and Hearing of Complaint, Reliefs provided Appeal, Enforcement

	7	Sept 23-28,2024	of Order, Offences and Penalties. Leading cases decided by the National Commission/Supreme Court under the CPA in: Medical service, Banking, Insurance, Housing Construction, Education, defective product, Unfair TradePractices.
	8	Sept 30-Oct 05,2024	
	9	Oct 07-Oct 12, 2024	
4	Role of Industry Regulators in Consumer Protection		Banking: Banking Ombudsman Scheme, Insurance: Insurance Ombudsman, Food Products: FSSAI,
	10	Oct 14-19, 2024	
	11	Oct 21-26, 2024	
	13	Oct 27-Nov 3, 2024	MID - SEMESTER BREAK
	14	Nov 4-9, 2024	Advertising: ASCI, Housing Construction: RERA , Telecom : Role of TRAI, Role of. Central Consumers Protection Authority (CCPA) : under CPA, 2019
	15	Nov 11-16, 2024	
5	Developments in Consumer Protection in India		Consumer Movement in India; Voluntary Consumer Organisations (VCOs); National Consumer Helpline, GAMA, CONFONET, E-dakhil, Quality and Standardisation: AGMARK, ISI mark, Hallmarking, Consumer Grievance Redressal under the BIS Act, 2016. Role Of Energy Rating and Energy standards, Role of ISO and international Standards.
	16	Nov 18-23, 2024	
	17	Nov 25-27, 2024	
			<p>Notes: * Period prior to 16.8.2024:- Aug 1,2024 (Thursday): (off day) (No Period allocation). Aug 2 to Aug 14, 2024: Paternity Leave ** 28.11.2024 (Thursday) (off day) : Remedial Class</p> <p>Teaching Methods: Discussions, Presentations, Illustrations, case studies on recent developments in consumer protection in India. Case - Laws (prescribed) and mentoring “practical exercises” (prescribed).</p>

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Model Course Handout / Lesson Plan

Course Name: B.Com, (H): Semester - I		
Semester	Course Code	Couse Title
I	(DSC - 1.1)	BUSINESS ORGANIZATION AND MANAGEMENT

Lesson Plan:

Unit No.	Learning Objectives		Topics to be covered
	S.No.	Week	
1	BUSINESS ORGANIZATION AND MANAGEMENT		Role of organisations and management in our lives, Nature and Functions of Management (An overview); Managerial Competencies, Ownership forms; Business formats- Brick & Mortar; Click; Brick & Click; E-commerce; Franchising; Outsourcing.
	1	Aug 29-31, 2024	
	2	Sep 02-07, 2024	
	3	Sep 09-14, 2024	
2	Business Environment and Entrepreneurship - PERSPECTIVES		Meaning and layers of Business Environment (micro/immediate, meso/intermediate, macro and international); Business ethics and social responsibility; Entrepreneurship and its relevance, Businessand social entrepreneurship as a process of opportunity/problem; Micro, small and medium Enterprises; Government Policy regarding MSMEs.
	4	Sept 16-21,2024	
	5	Sept 23-28, 2024	
	6	Sept 30-Oct 5,2024	
3	Planning and Organizing - Business and Corporate Strategies.		Strategic Planning - Business and Corporate Level Strategies; Decision-making-process and techniques; Organizing, Formal and Organisations, Centralisation and

	7	Oct 7-12,2024	Decentralisation, Organisational structures - Divisional, Product, Matrix, Project and Virtual Organisations
	8	Oct 14-Oct 19,2024	
	9	Oct 21-Oct 26, 2024	
28-Oct-24 - 2-Nov-24			MID SEMESTER BREAK
4	Functions and challenges of management; Directing and Controlling		Motivation- needs(including Maslow's theory), incentives, Equity and two-factor theory(Herzberg); McGregor Theory X and Theory Y; Leadership - Leadership Styles, Transactional Vs. Transformational Leadership; Followership - meaning, importance and Kelley's Followership Model; Communication - New trends and directions(Role of IT and social media); Controlling-Techniques of Controlling Relationship between planning and controlling.
	10	Nov 4-9, 2024	
	11	Nov 11-16, 2024	
	12	Nov 18-23, 2024	
5	Indian Ethos and Contemporary Issues in Management		Indian Ethos for management: Value-Oriented Holistic Management, Learning Lessons from Bhagavat Gita and Ramayana. Business Process Reengineering (BPR), Learning Organisation, Six Sigma, Supply Chain Management, Subaltern Management Ideas from India; Diversity & inclusion; Work-life Balance; Freelancing; Flexi-time and work from home; Co-sharing/co-working.
	13	Nov 25-30, 2024	
	14	Dec 02-07, 2024	
	15	Dec 09-14, 2024	
	16	Dec 16-21, 2024	Practical Exercises (Presentations, SWOT analysis, Role Plays, etc, as prescribed)
	17	Dec 23-24, 2024	Remedial classes; I.A. showing
	Teaching Methods: Discussions, Presentations, Practical Exercises (as prescribed with specified methods)		