

Focus spot:

- Rights of a consumer

Why:

- The student will not be able to identify element examples related to the rights.

Impact:

- Sometime is the teachers are not able to correlate the right of a customer with the business activities like right to be heard led to the establishment of consumer grievance sales and consumer helpline numbers.



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Focus spot:

- Redressal machinery

Why:

- The student will not be able to identify if a particular case or a complaint relates to which states district or national forum.

Impact:

- The teacher has to explain the three tier machinery at the district state and national level to the students very clearly and the process of settlement of disputes.



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Focus spot:

- Responsibilities of consumers

Why:

- The student should clearly understand that as a consumer the person also has certain responsibilities not only the businessman but all also the consumer has to fulfil responsibilities from his own side also.

Impact:

- The students sometimes get confused as regarding responsibilities of consumers at the take it as a responsibility of business.



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