

Pre-Content/content Post-Content	Learning Outcome/Objectives	
	General	Specific
<u>Pre-Content</u> Consumer protection is important because consumers are ignorant, unorganised and exploited by sellers. <u>Content</u> The Consumer Protection Act which provides for six consumer rights and helps consumers in getting their grievances redressed for any shortcoming in the goods purchased or services availed. Consumer Protection has a wide agenda. It not only includes educating consumers about their rights and responsibilities, but also helps in getting their grievances redressed. <u>Post-content</u> The Consumer Protection Act (CPA) seeks to protect and promote the consumers' interest through speedy and inexpensive redressal of their grievances. The Act confers certain rights to consumers with a view to empowering them and to protect their interests.	Students will be able to ✓ State the importance of consumer protection; ✓ Briefly explain legal framework for consumer protection in India; ✓ Describe consumer rights in India; ✓ List out consumer responsibilities; ✓ Briefly describe the ways and means of consumer protection; and ✓ Describe the role of consumer Organisations and NGOs in protecting consumers' interests.	Students will be able to ✓ Explain the importance of consumer protection from the point of consumer. ✓ Explain the importance of consumer protection from the point of view of business. ✓ Discuss the ways and means of consumer protection. ✓ Describe the legal rights of consumers. ✓ Appreciate the responsibilities of consumers. ✓ State the remedies available to consumers under the Consumer Protection Act. ✓ Describe the legal redressal Consumer Protection Act, 1986. ✓ Appreciate the role of Consumer Organization and NGOs in consumer protection.

Home Work /Assignments

NCERT back exercise is given as home task.

Questions taken in the class were also asked to solve.

Case studies relating to above topic will be discussed and extra questions for practice will be given.

Teacher's Activity	Student's Activity	Teacher's Observation And Remedial
Teacher will elaborate that the Consumer Protection Act (CPA) confers certain rights to consumers with a view to empowering them and to protect their interests. The teacher will explain Consumer Protection Act, 1986 which provides for six consumer rights. These are: (i) Right to safety, (ii) Right to be Informed, (iii) Right to choose, (iv) Right to be heard, (v) Right to seek redressal, (vi) Right to consumer education. The teacher will elaborate that in addition to exercising his rights, a consumer should also keep in mind his responsibilities while purchasing, using and consuming goods and services. The teacher will also guide the students about several consumer organisations and non-governmental organisations (NGOs) which are playing an active role in protection and promotion of consumers' interests in India.	Students will recapitulate the topic of Consumer protection as done by them in previous classes. The students will recognize from the view point of consumers, how consumer protection is important because consumers are ignorant, unorganised and exploited by sellers. The students will get knowledge of the consumer's rights and responsibilities. They will also get an awareness to Consumer Protection Act which provides for setting up of a three-tier enforcement machinery at the District, State, and the National levels. They are also referred to as the 'District Forum', 'State Commission', and the 'National Commission'. The students will also appreciate that there are various reliefs available to a consumer under the Act. The appropriate consumer court may pass an order for removal of defect in goods, replace a defective product, refund the price of the product etc.	Teacher will write her observations after completion of the topic.

Teaching Aids : Active inspire, NCERT Book, Newspaper, PPTs

Methodology/Innovative Methods: Discussion, Recall, Explanation, Question-Answer method, problem solving

Interdisciplinary Links: Psychology, Philosophy, Entrepreneurship, Accountancy, Economics and Maths

Coordinator

Vice-Principal

Principal