

LESSON PLAN

CLASS – 12

SUBJECT- BUSINESS STUDIES

Period required - 12

Gist of the lesson	Targeted skills	Targeted learning outcomes	Activities planned	Assessment strategies planned
Concept and importance of consumer protection	Understanding	• Understand the concept of consumer protection. • Describe the importance of consumer protection. • Discuss the scope of Consumer Protection Act, 1986		1. Class test 2. Slip test 3. MCQ 4. Home assignment (see below) 5. Worksheet (see below)
Consumer Protection Act 1986: Meaning of consumer Rights and responsibilities of consumers Who can file a complaint? Redressal machinery Remedies available	Knowledge Application Critical thinking	• Understand the concept of a consumer according to the Consumer protection Act 1986. • Explain the consumer rights Understand the responsibilities of consumers • Understand who can file a complaint and against whom? • Discuss the legal redressal machinery under Consumer protection Act 1986. • Examine the remedies available to the consumer under Consumer protection Act 1986.	• Involvement of students in passing the parcel for responsibilities, remedies • Role playing on consumer ignorance and misleading advertisements • A visit to mall or a big store like best price, reliance mart.	
Consumer awareness - Role of consumer organizations and Non-Governmental Organizations (NGOs)	Analytical Skills	• Describe the role of consumer organizations and NGOs in protecting consumers' interests.		

ACTIVITIES PLANNED

A visit to mall or a big store like best price , reliance mart	Students Will Be Taken To Any Of The Above Outlet to see if they get a right to choose, right to information and right to consumer education.
Create Drama On consume ignorance and misleading advertisements for easy understanding through role play.	The teacher assigns the post of a shopkeeper and a consumer to a particular students. The shopkeeper will try to cheat and fool a consumer. Another group of three students will enact a advertisement making fake claims about a product

Instructional Aids	• Chalk Board, • Duster • Pointer • LCD Projector • Newspapers & magazines
Class Transaction	Total: 12 periods (approx. 40 min each)
Transaction Methodology (The teacher can use the mentioned techniques, wherever applicable, and can use any other too.)	Transaction would proceed in the following manner :- Strategy Used: Inductive and deductive reasoning, Brainstorming, graphic organizer, think pair and share: In this activity, students think about a particular question individually, then they form pairs to discuss their answers. Following this, the results are shared in a large classroom discussion. Alternatively, two pairs of students can pair up to compare and discuss answers. This process forces students to think individually, and then allows them to analyze and clarify their response collaboratively. Brain Storming: In this activity, students are asked to generate ideas on a certain topic, category or question while facilitator facilitate and record the answers on the board. Inquiry Based Learning: Inquiry-based learning uses different approaches to learning, including small-group discussion and guided learning. Instead of memorizing facts and material, students learn by doing. This allows them to build knowledge through exploration, experience, and discussion. Inductive and Deductive Learning: In Inductive type students proceed from particular to general statement (example to formula) and in Deductive type students proceed from general to particular. Students are given formula and they solve problems using them. Muddiest Point: Check comprehension and identify confusion, what was most confusing about the material? Brain Storming-The class would start with a discussion on what the students have already learnt in the previous classes and hence what is it that they would learn now. They would also be told the significance of the topic that they would be studying. Introduction of the topic – newspaper cutting of consumer cases and jago grahak jago advertisements PPT and Digital Content would be shared

	Guided practice followed by Independent Practice- NCERT questions to be discussed in the classroom. Techniques to be used: Quiz Daily consumer Problem discussion MCQ Peer Assessment Case Studies Any Other
Resources	Text Book: • NCERT text book E-Resources • PPT • Animated films
Self-Study, Home Work, Assignments	Independent Practice: Students would do some questions from NCERT in their HW notebooks and later try to solve the questions asked in the previous year question papers and also the question given in the sample papers This would enable them to prepare for the board exam level of questions and test their mental skills It is also advised that the students come to the class with proper background knowledge of the topic under discussion. They can refer to the resources stated above.
Addressing Classroom Diversity	Due to various social backgrounds and multiple intelligences, the classroom might be a diverse arena. The following techniques can be used for various groups: For gifted students: • Encouragement for referring other resources • Using NCERT and other relevant web sites for preparation material For weak students: • Buddy help to be provided • Provide grade-up classes • Adopt an essay to difficult method of concept learning For differently abled students: • Ignore spelling mistakes • Call parents at regular intervals • Care for them on one to one basis • Provide grade-up classes

**Measuring Attainment
Of Learning
Objectives**

Low Order Thinking Skills Questions

- Q. who is a consumer
- Q. explain in brief the rights given to a consumer in the consumer protection act
- Q. name the quality certification mark used in case of wool products and silk products
- Q. what type of judicial machinery is available to deal with consumer grievances and disputes
- Q. explain ways and means of consumer protection
- Q. list any three consumer organizations in India

High Order Thinking Skills Based Question

- Q. state any one function performed by non-governmental organizations for protection and promotion of interest of consumers
- Q. explain briefly any two points of importance of consumer protection from the point of view of business
- Q. state any three directions which can be issued by the consumer court to the opposite party if it is satisfied about the genuineness of the complaint
- Q. which consumer right gives the business firm freedom to set up their own consumer service and grievance cell
- Q. can a consumer file complaint in consumer court without having a cash memo
- Q. state any two released that the consumer court can grant to consumers in case of genuine complaints

HOME ASSIGNMENT

1. Reena purchased some household goods from a 'General store'. After reaching home she found a face cream which she had not billed for. After checking the date of expiry and other details, she started using it. Her face burnt due to the use of the cream. Where should Tanya file a complaint? Justify. Under Consumer Protection Act, 1986 who can file a complaint?
2. Seema purchased a book from Harish Book Store. While reading the book, she found that sixteen pages were missing. She approached the seller of the book and complained about the missing pages. The seller promised that if the publisher was ready to change the book he would change the same. After a week, the seller informed Seema that the publisher had refused to change the book. Where can Seema file a complaint against the seller of the book? Give reason in support of your answer. Also explain who is a consumer as per "Consumer Protection Act 1986".
3. Raghav moved from Dehradun to Mumbai to work as an artist in television serials. On getting his first salary, he opened an account in a nearby commercial bank and also opted for ATM facility under ATM card. After a few months, he lost his ATM Card and lodged a request with the bank for furnishing duplicate card. Consequently, he was allotted duplicate ATM Card Number but that card was not given to him. After a week, he received a SMS message on his mobile stating that sum of Rs. 10,000/- has been withdrawn from his account. Since the duplicate ATM card was not given to him, he brought the debit entry in the notice of the bank. The bank assured to repay that amount to him within 15 days after investigating the issue. But, more than a month has passed since then and despite his persistent efforts the bank has not taken any action so far. So, he files a case against the bank in the district forum. The consumer court can issue a notice to the bank after being satisfied with the genuineness of the complaint and directs the bank to repay Rs. 10,000 to Raghav along with the compensation of Rs. 50,000. Name the rights exercised by Raghav in the context of the above case.
4. In the year 2015, Under section 12(ID) of the Consumer Protection Act, the Consumer Affairs Ministry had filed a suit in National Consumer Disputes Redressal Commission (NCDRC) against Nestle India, the manufacturer of Maggi noodles, seeking about Rs. 640 crore in damages for alleged unfair trade practices, false labelling and misleading advertisements. In context of the above case:
 - a. Name any two other two parties besides government who can file a case under Consumer Protection Act 1986.
 - b. Why has the government filed a suit in National Consumer Disputes Redressal Commission (NCDRC) and at no other level of three tier redressal system?
5. Rajat purchased an ISI mark electric iron from Bharat Electricals. While using it, he found that it was not working properly. He approached the seller and complained about the same. The manufacturer refused to replace and Bharat Electrical decided to file a complaint in the consumer court. Can Bharat Electricals do this? Why? Also explain who is a consumer as per Consumer Protection Act, 1986.

6. On her sister's wedding, Radha decided to gift her gold earrings. When she shared her plan with her husband, he showed her an article in the daily national newspaper under the heading "Jago Grahak Jago." The campaign included details about the various aspects that people must consider before buying any gold jewellery.
- Why do you think campaigns like "Jago Grahak Jago" are inserted in the newspaper?
 - Name the right of consumer being fulfilled through this initiative of the government.
 - State any three responsibilities that Radha must discharge as an aware consumer while buying her sister's wedding gift.
7. Home Shop 18 is an online and on-air retail and distribution venture of the Network 18 group, India. It is a part of the Network 18 Media and Investments Limited which is owned and operated by Reliance Industries. Currently, Home Shop 18 com comprises of more than 15 categories namely, Mobiles, Health & Beauty, Apparel, Jewellery, Home & Kitchen, Household Appliances etc. to name a few. The company offers a wide variety of goods under each of these categories.
- Identify and explain the relevant consumer right being promoted by the company.
 - Also mention any two values being reflected through this approach adopted by the company.
8. Raja Ram bought a bottle of disinfectant spray from the nearby market. It had a knob which was to be opened in a particular way. However, there was no instruction on its package in this regard. Therefore, when he tried to open the knob in a casual way, some of the spray flew in his eyes. This affected his vision. In context of the above case:
- Name the right of consumer being violated by the company.
 - State any two directions which the consumer court can issue to the company after being satisfied with the genuineness of the complaint.
9. Good Health Ltd., a pharmaceuticals company, has introduced mosquito repellent bands under the brand name 'Jaddu' in the wake of outbreak of dengue in various parts of the country. The product attracted many people from all age groups, especially kids. However, the company failed to provide adequate guidance for the users on the label of the product in terms of time period of the effectiveness of the repellent band once its seal is opened. Because of this ambiguity, many buyers faced problems. In context of the above case:
- Identify and explain the consumer right which has been overlooked by the company.
 - Name and explain any two functions of the important product related aspect ignored by the company.

WORKSHEET

Define consumer?

Importance of consumer protection

Consumers point of view:

1. **Consumer ignorance –**

Business point of view:

Legal protection to consumers

1. **Consumer protection act (CPA) 1986 –**

2. **The contract act 1982 –**

3. **The sale of goods act 1930**

4. **The essential commodities act 1955 –**

5. **The agricultural produce (grading and marking) act 1937 –**

6. **The prevention of food adulteration act 1954 –**

7. **The standards of weights and measurers act 1976 –**

8. **The trademarks act 1999 –**

9. **The competition act 2002 –**

10. **The bureau of Indian standards act 1986 –**

Explain common unfair trade practices

1.

2.

3.

4.

5.

Consumer rights

1.

2.

3.

4.

5.

6.

Consumer responsibilities

A consumer should keep in mind the following responsibilities while purchasing, using and consuming goods and services.

- 1. _____
- 2. _____
- 3. _____
- 4. _____
- 5. _____
- 6. _____
- 7. _____
- 8. _____
- 9. _____
- 10. _____

Ways and means of consumer protection

There are various ways in which the objective of consumer protection can be achieved:-

- 1. _____
- 2. _____
- 3. _____
- 4. _____
- 5. _____

Who can a file a complaint under the act?

- 1. _____
- 2. _____
- 3. _____
- 4. _____
- 5. _____
- 6. _____

Redressal agencies under the CPA

Let us now see how the consumer grievances are redressed by the three tier machinery under the consumer protection act.

- District forum:

- State commission:

- National commission:

Relief available

If the consumer court is satisfied about the genuineness of the complaint, it can issue one or more of the following directions to the opposite party:-

- 1.
- 2.
- 3.
- 4.
- 5.
- 6.

Role of consumer organizations and NGO’s

- 11.
- 12.
- 13.
- 14.
- 15.
- 16.
- 17.
- 18.
- 19.
- 20.

Some of the important consumer organizations and ngos engaged in protecting and promoting consumers’ interests include the following:-

- 1.
- 2.
- 3.

- 4. _____
- 5. _____
- 6. _____