

**CERTIFICATE  
IN  
CONSUMER PROTECTION (CCP)  
REVISED**

**(CCP Soft Copy available at URL:**

**<http://egyankosh.ac.in/handle/>**

**123456789/41039**

**(single download in Zip format)**

# Programme Structure

<b>New Course Name</b>	<b>Prog. Code</b>	<b>Credits</b>
<b>Consumer and Consumer Protection Legislations</b>	CPI-101	4
<b>Redressal of Consumer Grievances: Role of Various Stake Holders</b>	CPI-102	4
<b>Consumer Protection Issues</b>	CPI-103	4
<b>Project Work in Consumer Protection</b>	CPI-104	4

# **Course-1**

**Programme Code: CPI 101:**

**Consumer and Consumer  
Protection Legislations**

# **Block 01: Consumer: The Basics**

**Unit 1: Evolution of The Consumer and Consumerism**

**Unit 2: Profile of The Consumer**

**Unit 3: Consumer Environment**

**Unit 4: Consumer Behaviour in a Market Economy**

**Unit 5: Consumer Dynamics**

# **Block 2: Consumer Movement**

**Unit 6: Origin and Growth**

**Unit 7: Consumer Movement: Features,  
Issues and Trends**

**Unit 8: Consumer Movement in India**

**Unit 9: Consumer Movement: Global  
Scenario**

# Block 3: Consumer Protection

Unit 10: Consumer Rights

Unit 11: Consumer Responsibilities

Unit 12: Consumer Education in  
India

Unit 13: Consumer and Corporate  
Social Responsibility (CSR)

# **Block 4: Consumer Protection Legislations and Redressal Mechanism Under Consumer Protection Act, 1986**

**Unit 14: Evolution of Consumer Protection  
Laws**

**Unit 15: Consumer Protection Act, 1986- Basic  
Features**

**Unit 16: Consumer Protection Act. 1986 —  
Limitations and Guidelines For Filing  
Consumer Complaints**

**Unit 17: Grievance Redressal Mechanisms and  
Their Limitations**

# THANKS FOR WATCHING

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