

**Department of Commerce  
University of Delhi**

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| <b>COURSE: B.COM (H)</b>                           | <b>SEMESTER: VI</b> |
| <b>SUBJECT: COMSUMER AFFAIRS AND CUSTOMER CARE</b> |                     |
| <b>PAPER No.: DSE BCH 6.3 (e)</b>                  |                     |

The meeting for the above mentioned paper was held at Gargi College on 02 Feb. 2018 at 2:00pm. The following guidelines were set in the meeting with the consent of all teachers and the representative of Department of Commerce, University of Delhi.

**General Guidelines**

**Number of lectures assigned 65**

- **Paper is of 75 marks and duration is 3 hours.**
- **All the topics should be covered.**
- **5 questions with internal choice requiring comprehensive entire syllabus.  
Internal choices format shall be followed.**
- **Unit wise marks distribution**
  - **1<sup>st</sup> Unit – 20 marks**
  - **2<sup>nd</sup> Unit – 15 marks**
  - **3<sup>rd</sup> Unit – 15 marks**
  - **4<sup>th</sup> Unit – 15 marks**
  - **5<sup>th</sup> Unit – 10 marks**
  
- **Total marks for internal assessment are 25.**
  - **5 marks for attendance**
  - **10 marks for assignments**
  - **10 marks for class test**

All the members participated in deliberation actively. The meeting was convened under the convenership of Dr. Manju Khosla of Gargi college and Prof. Madan Lal represented the Department of commerce, University of Delhi. Sincere thanks to Prof. Madan Lal for the interest shown by him throughout the deliberation.

