

**Department of Commerce
University of Delhi**

Course : B.Com	Semester : VIth
Subject : Consumer Protection	
Paper No. : BC 6.2 (d)	

The meeting for the above-mentioned paper was held at Lakshmi Bai College on 7th February 2018 at 10:00 am. The following guidelines were set in the meeting with the consent of all teachers and the representative of Department of Commerce, University of Delhi.

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General Guidelines:-

1. Equal marks and equal hours for each Unit.

Specific Guidelines:-

1. **Unit-I:** Nature of Market- online and offline markets, urban and rural. Consumer- who is a consumer, decision making, types of consumer, buying motives- **overview only**.
2. **Unit-III:** Landmark judgments of S.C. and National Commission to be discussed.
3. **Unit-IV:** For each sector- How to seek redressal.
4. **Unit-V:** An overview on ISO regarding organisation and quality.