

F.Y.B.Com. 116D Consumer Protection and Business Ethics

Unit No.	Unit Title	Contents
1	Consumer Protection - An Overview	Consumerism- Meaning, Evolution, Rational, Need and Importance of Consumerism, Consumer protection- objectives, scope and importance, Consumer rights and Standardization United Nations guideline on consumer protection- Objectives, scope of application , general principles and framework for consumer protection
2	Consumer Education and Awareness	Consumer education-Need and importance, Consumer Responsibility Role of consumer Association and Councils in consumer education and Awareness- Voluntary organization, Consumer protection councils, Media, Educational Institute and Government Skills required for career in Consumer studies field
3	Consumer Protection Law in India *	Consumer Protection Movement in India Consumer Protection Act 1986- Overview features, important definitions - Consumers, Goods, services, Defect, Deficiency, unfair trade practices, Dispute, Complaint -Objectives, Consumer Disputes Redressal Agencies. (Composition, Jurisdiction, Powers and Functions.) Procedure of filling complaint and Procedure to deal with complain.
4	E-Commerce and consumer Protection	E Commerce- scope and limitations, Need and importance of E commerce , Prospects and challenges of Ecommerce and its effect on consumer Need and importance of E-Education Consumer Protection in E-Banking Recent Emerging Issues in E-Commerce

5	Business Ethics	<p>Business ethics–Meaning, definitions, scope , objectives, need and Principles. Human values and moral –meaning, formation and importance. Professional Ethics-meaning and significance, management and ethics Gandhian approach in Ethics. Global Trends in Ethics.</p>
6	Corporate Social Responsibility	<p>CSR – concept, scope, forms of CSR, dimensions of CSR, legal and ethical foundation for CSR, steps to attain CSR, International Approach to CSR CSR Activities in- a. Social welfare, b. Healthcare, c. Education and d. Infrastructure</p>
7	Corporate Governance and Business ethics	<p>Corporate Governance- concept, objectives, features, core principles of good corporate governance, advantages, system of corporate governance and SEBI’s guideline Whistle Blowing- Meaning causes and types. Current issues of Business ethics in- a. Accounting, b. Social Media, c. IT, d. Marketing and Advertisement e. Harassments and discrimination at workplace</p>
8	Sustainable Development and Ethics	<p>Sustainable Development- concept, need principles and importance, Goals of sustainable development and challenges to achieve SD. Achievements of Sustainable Development in India- clean water, clean energy, no poverty, zero hunger, Good Health, quality education, climate action and Industry innovations infrastructure. Ethics and sustainable development</p>

[Note: Recent amendments in the Acts and relevant Landmark cases decided by courts are expected to be studied]

Reference Books:

Sr. No.	Title of the Book	Author/s	Publication	Place
1	Grahak Darshan	Mr. Bindu Madhav Joshi	Akhil Bhartiya Grahak Panchayat	Pune
2	Grahak Sanrakshan Adhiniyam	Ad Ghare S S	Mukund Publication	Pune
3	E- Commerce : An Indian Perspective	Dr.P. T. Joshep	PHI Publication	New Delhi
4	E Banking in India	Dr R K Uppal	New Century Publication	New Delhi
5	Consumer education and empowerment	Dr. S. S. Singh, Dr. Sapna Chadah	Abhijit Publication	New Delhi
6	Grahak Raja Jaga Ho	Prof. G. V. Kayandepatil	Chaitanya Publication	Nashik
7	United Nations Guidelines on Consumer Protection	unctad.org	UNCTAD	UNCTAD Geneva Switzerland
8	The Consumer Protection Act, 1986	Act	Govt of India	Delhi
9	The law of E Commerce	Dr A Alghamdi	Auther House	Mumbai
10	Ethics in Management	S.A. Sherlekar ,	Himalaya Publication	New Delhi
11	Business Ethics and corporate Governance	S S Khanka	S. Chand Publication	Mumbai
12	Business Ethics and Corporate Governance	S. K. Bhatia	Deep and Deep sons	New Delhi
13	Corporate Governance : Principle, Policies and Practices	Bob Tricker	Oxford University Press	New Delhi
14	Management by Values	S.K.Chakraborti ,	Oxford University Press	Mumbai
15	Business Ethics And Corporate Governance	A. C. Fernando	Dorling Kindersly	Mumbai
16	E Commerce - A Study in Business Ethics	Rituparna Raj	Himalaya Publication	New Delhi
17	E-Commerce and It' Applications	Dr. U. S. Pandey, Rahul Srivastava and Saurabh Shukla.	S. Chand & Company,	New Delhi
18	The sustainable development goals	United Nations	United Nations Publication	UN

19	Atlas of Sustainable Development Goals 2017: from World Development Indicators	World Bank	World Bank Publication	-
20	Business Ethics And Corporate Governance	A. C. Fernando	Dorling Kindersly	Mumbai
21	The age of sustainable development goals	Jeffery D Saches and Ki Moon Ban	Columbia University Press	- -

Suggested Web References

1	http://www.mca.gov.in/MinistryV2/csrdatasummary.html
2	Csr.gov.in
3	https://www.acclimited.com/sustainable/corporate-social-responsibility
4	https://www.youtube.com/watch?v=FN0kRR98518
5	https://sustainabledevelopment.un.org/?menu=1300
6	https://www.toppr.com/guides/business-communication-and-ethics/business-ethics/meaning-and-ethical-principles-in-business/