



















## DISCIPLINE SPECIFIC ELECTIVE – DSE A: MEDIA AND CONSUMER EDUCATION

### CREDIT DISTRIBUTION, ELIGIBILITY AND PRE-REQUISITES OF THE COURSE

Course title & Code	Credits	Credit distribution of the course			Eligibility criteria	Pre-requisite of the course (if any)
		Lecture	Tutorial	Practical/ Practice		
Media and Consumer Education	4	3	1	0	Class XII Pass	NIL

#### Learning Objectives

The course will educate students regarding consumer protection mechanisms available under the Indian legal system.

#### Learning Outcomes

- After completing this course, students will be able to acquire knowledge and skills that will enable them to cover and write news reports with respect to consumer protection, awareness and right violations.

#### SYLLABUS OF DSE A – Media and Consumer Education (45 Hours)

##### Unit 1 – Concept of Consumer Education and Welfare (11 Hours)

1. Consumer Organizations and their role in the Consumer Movement in India
2. Characteristics of Consumer Buying and Consumer Decision Making Process
3. Consumer Awareness and Consumer Problems – Urban & Rural
4. Role of Media in Protecting Consumer Interests

##### Unit 2 – Consumer Protection Act (12 Hours)

1. Key Features and Overview of Consumer Protection Act 1986 and Amendments
2. United Nation’s Guidelines on Consumer Protection
3. Procedure for Filing and Hearing of a complaint under CPA-1986
4. Grievance Redressal Mechanism under the CPA-1986, Advisory Bodies, Adjudicatory Bodies (District Forum, State Commission, National Commission)
5. Role of Supreme Court under CPA -1986

##### Unit 3 – Media and Consumer Protection (11 Hours)

1. Media explosion and impact on Consumer Buying Behaviour

2. Role of Media, New Media as watchdog on consumer protection
3. Advertisements and their regulation; Sales Promotion; Regulation of misleading and deceptive advertising

#### **Unit 4 – Competition Policy and Law (11 Hours)**

1. Competition Act 2002: Objectives, Purpose and Salient Features
2. How competition policy and law protect consumer interest
3. Complaints and Procedures: Investigation, Hearings, Enquiry, Remedies and Enforcement of Orders.

#### **Activities to be done under tutorial**

1. Relevant Case Studies on Consumer
2. Field Visit and Reports
3. Consumer Protection Surveys etc.

#### **Suggested Readings**

1. Prajapat, M. (2017). Upbhokta Vyavhaar Evam Upbhokta Sanrakshan. Himanshu Publications.
2. Department of Consumer Affairs, Ministry of Consumer Affairs, Food & Public Distribution, Government of India- <https://consumeraffairs.nic.in/hi/acts-and-rules/consumer-protection/the-consumer-protection-act-1986>
3. Consumer Protection (Jurisdiction of District Commission, State Commission and National Commission) Rules, 2021 - <https://pib.gov.in/PressReleasePage.aspx?PRID=1786422>
4. Singh, I. (2020). Upbhokta Sanrakshan Vidhi (Consumer Protection Act) –(Hindi). Central Law Publication.
5. Establishment of Competition Commission of India (CCI) - <https://www.mca.gov.in/content/mca/global/hi/about-us/affiliated-offices/cci.html.html>
6. Khanna, S. (2008). Upbhokta Adhiniyam aur Sanrakshan. Publications Division. Government of India.
7. Mishra, S., Chadah, S. & Pathania, M. (2012). Consumer Protection in India: Policies and Case Studies. Concept Publishing Company. New Delhi.
8. Nader, R. (1973). Consumer and Corporate Accountability. Houghton Mifflin Harcourt P.

**Note:** Examination scheme and mode shall be as prescribed by the Examination Branch, University of Delhi, from time to time.

**DISCIPLINE SPECIFIC ELECTIVE – DSE B: DISASTER MANAGEMENT AND COMMUNICATION**

**CREDIT DISTRIBUTION, ELIGIBILITY AND PRE-REQUISITES OF THE COURSE**

Course title & Code	Credits	Credit distribution of the course			Eligibility criteria	Pre-requisite of the course (if any)
		Lecture	Tutorial	Practical/ Practice		
<b>Disaster Management &amp; Communication</b>	<b>4</b>	<b>3</b>	<b>1</b>	<b>0</b>	<b>Class XII Pass</b>	<b>NIL</b>

**Learning Objectives**

The course will introduce the students to communication strategies and practices for disaster management.

**Learning Outcomes**

- After completing this course, students will be able to develop and create Information, Education and Communication (IEC) campaigns and create appropriate communication materials in the events related to disaster.

**SYLLABUS OF DSE B – Disaster Management and Communication (45 Hours)**

**Unit 1 – Concept of Disaster (12 Hours)**

1. Concepts of Hazard and Disaster: Types; Natural Disasters, and Man-Made Disaster
2. Risks, Political, Social, Economic impacts of Disasters, Equity issues in Disasters
3. Relationship between Disasters and Development and vulnerabilities, Human Resettlement and Rehabilitation issues during and after disasters
4. Inter- sectoral coordination during disasters and post- disaster
5. Natural disasters and Man-made Disasters interlinkages

**Unit 2 – Disaster Preparedness (11 Hours)**

1. Information, Education and Communication (IEC)
2. Understanding Disaster Management Tools
3. Weather forecasting, Disaster communication System (Early Warning and its dissemination)
4. Disaster Management Cycle, Risk Reduction Measures (Preparedness, Mitigation, Response Reconstruction and Rehabilitation)

### **Unit 3– Disaster Laws & Agencies (11 Hours)**

1. International
2. National
3. State
4. Civic

### **Unit 4 – Media Coverage (11 Hours)**

1. Role of Media Post Disaster: Risks and Challenges
2. Ethics of Disaster Journalism
3. Safety Measures for Journalists while Reporting
4. Impact of Media on Policies related to Disaster Management

### **Activities to be done under tutorial**

1. Disaster Coverage: Case Studies
2. Report on any one disaster/Article on disaster crisis/Visit to any Disaster management institute or agency.
3. Conducting a participatory capacity and vulnerability analysis.
4. Prepare a report in Disaster Management Cycle, Risk Reduction Measures (Preparedness, Mitigation, Response Reconstruction and Rehabilitation etc.

### **Suggested Readings**

1. Garg, H.S. (2016). *Disaster Management (Hindi)*. SBPD Publications.
2. Disaster Management Division. Ministry of Home Affairs, Government of India - <https://ndmindia.mha.gov.in/>
3. WHO. *Effective media communication during public health emergencies: a WHO field guide* - <https://apps.who.int/iris/handle/10665/43477>
4. Haddow, G. & Haddow. K.S. (2014). *Disaster communications in a changing media world*. Butterworth-Heinemann.
5. Dave, H.K. (2018). *Disaster Management in India: Challenges and Strategies*. Prowess Publishing.
6. Shukla, C.P. (2019) *Aapda Prabandhan*. Aavishkaar Publishers
7. Arya, O. H. & Madheshiya, A.K. (2022). *Paryavaran, Aapda Prabhandan aur Jalvayu Parivartan*. Thakur Publications Pvt. Ltd.
8. Bajpai, A., Arora, S. & Maurya, N. (2011). *Paryavarniya Shiksha evam Aapda Prabhandan*. Thakur Publications Pvt. Ltd.

**Note:** Examination scheme and mode shall be as prescribed by the Examination Branch, University of Delhi, from time to time.