

# Certified Consumer Law Professional VS-1150



# Certified Consumer Law Professional

# Certification Code VS-1150

Vskills certification for Consumer Law Professional assesses the candidate as per the company's need for managing consumer law related matters. The certification tests the candidates on various areas in consumer acts, consumer protection councils, consumer disputes redressal agencies, state commission, national commission and miscellaneous matters.

# Why should one take this certification?

This Course is intended for professionals and graduates wanting to excel in their chosen areas. It is also well suited for those who are already working and would like to take certification for further career progression.

Earning Vskills Consumer Law Professional Certification can help candidate differentiate in today's competitive job market, broaden their employment opportunities by displaying their advanced skills, and result in higher earning potential.

# Who will benefit from taking this certification?

Job seekers looking to find employment in legal or consumer affairs departments of various companies, students generally wanting to improve their skill set and make their CV stronger and existing employees looking for a better role can prove their employers the value of their skills through this certification.

## **Test Details**

Duration: 60 minutesNo. of questions: 50

• Maximum marks: 50, Passing marks: 25 (50%)

There is no negative marking in this module.

## Fee Structure

Rs. 3,499/- (Excludes taxes)\*

## Companies that hire Vskills Consumer Law Professional

Consumer Law Professionals are in great demand. Companies specializing in law or consumer affairs are constantly hiring skilled Consumer Law Professionals. Various public and private companies also need Consumer Law Professionals for their legal or consumer affairs departments.

<sup>\*</sup>Fees may change without prior notice, please refer http://www.vskills.in for updated fees

# Table of Contents

## 1. Consumer Acts

- 1.1 Consumer Protection in Sale of Goods
- 1.2 Objects and Reasons for Enactment of Consumer Protection Act, 1986
- 1.3 Statement of Objects and Reasons
- 1.4 Amendments to the Consumer Protection Act, 1986
- 1.5 Constitutional Validity of Consumer Protection Act, 1986
- 1.6 Applicability of the Consumer Protection Act, 1986
- 1.7 Meanings of Different Words and Expressions used in the Act, section 2
- 1.8 Consumer Protection Act, not in Derogation of Other Law (Section 3) No bar to establish parallel forum

# 2. Consumer Protection Councils

- 2.1 Central Consumer Protection Council
- 2.2 Objects of Central Council
- 2.3 State Consumer Protection Councils
- 2.4 Objects of State Council
- 2.5 District Consumer Protection Council
- 2.6 Objects of District Council

# 3. Consumer Disputes Redressal Agencies

3.1 Three Redressal Agencies

## 4. District Forum

- 4.1 Establishment of District Forum
- 4.2 Composition of District Forum
- 4.3 Transfer and Removal of President/Members of District Forum
- 4.4 Constitution of Consumer Forum
- 4.5 District Forum
- 4.6 Jurisdiction of District Forum
- 4.7 Manner of Marking Complaint (Section 12)
- 4.8 Procedure on Admission of Complaint (Section 13)
- 4.9 Finding of District Forum (Section 14)
- 4.10 Appeal (Section 15)

# 5. State Commission

- 5.1 Composition of State Commission (Section 16)
- 5.2 Jurisdiction of State Commission (Section 17)\
- 5.3 Transfer of Cases (Section 17 A)
- 5.4 Circuit Benches (Section 17 B)
- 5.5 Procedure Applicable to State Commission (Section 18)
- 5.6 Appeals (Section 19)
- 5.7 Hearing of Appeal (Section 19A)

# 6. National Commission

- 6.1 Composition of National Forum (Section 20)
- 6.2 Jurisdiction of National Commission (Section 21)
- 6.3 Power and Procedure of National Commission (Section 22)
- 6.4 Power to set-aside Ex President Order (Section 22A)
- 6.5 Power to Transfer Cases (Section 22B)
- 6.6 Circuit, Benches (Section 22 C)
- 6.7 Vacancy in the Office of President (Section 22D)
- 6.8 Appeal (Section 23)
- 6.9 Finality of Orders (Section 24)
- 6.10 Limitation Period (Section 24A)
- 6.11 Administrative Control (Section 24B)
- 6.12 Enforcement of Order of District Forum, State Commission or National Commission (Section 25)
- 6.13 Dismissal of Frivolous or Vexatious Complaints (Section 26)
- 6.14 Penalties (Section 27)
- 6.15 Appeal against Order Passed under section 27 (Section 27A)

# 7. Miscellaneous Matters

- 7.1 Action taken in Good Faith (Section 28)
- 7.2 Service of Notice (Section 28A)
- 7.3 Power of Central Government to Remove Difficulties (Section 29)
- 7.4 Vacancies or Defects in Appointment not to Invalidate Order (Section 29A)
- 7.5 Power to make Rules (Section 30)
- 7.6 Power of National Commission to make Regulations (Section30A)
- 7.7 Rules and Regulations to be Laid before Each House of Parliament (Section31)

# 8. Specimen Forms of Complaints, Appeals and Revision before consumer Redressal Fora

# 9. Defenses to Consumer Complaints and Appeals

- 9.1 General defense
- 9.2 Specific defenses

# Sample Questions

# 1. Caveat emptor means

- A. Consumer's rights.
- B. Seize the day...
- C. Let the buyer beware
- D. Legal but unethical.

# 2. The Consumer Bill of Rights does NOT specify that consumers have the right to

- A. Be informed.
- B. Be safe.
- C. To barter.
- D. To choose.

# 3. A form of unethical competitive behavior are

- A. Bribes and fraud.
- B. Espionage and competitive research.
- C. Fraud and espionage.
- D. None of the above

# 4. Ethical standards are more likely to be compromised in

- A. Highly competitive markets
- B. The tobacco industry
- C. Western countries
- D. Companies with international locations

# 5. Which of the following serves as guidelines on how to act rightly when faced with moral dilemmas?

- A. Laws
- **B.** Ethics
- C. Case studies
- D. Mentors

Answers: 1 (D), 2 (C), 3 (B), 4 (A), 5 (B)

# **Certifications**

# Accounting, Banking and Finance - Certified AML-KYC Compliance Officer

- Certified Business Accountant
   Certified Commercial Banker
   Certified Foreign Exchange Professional
- Certified GAAP Accounting Standards Professional
   Certified Financial Risk Management Professional
- Certified Merger and Acquisition Analyst
- Certified Tally 9.0 Professional
   Certified Treasury Market Professional
   Certified Wealth Manager

### Big Data

- Certified Hadoop and Mapreduce Professional

### **▶** Cloud Computing

- Certified Cloud Computing Professional

DesignCertified Interior Designer

#### Digital Media

- Certified Social Media Marketing Professional
- Certified Inbound Marketing Professional
   Certified Digital Marketing Master

- Certified Export Import (Foreign Trade) Professional

### > Health, Nutrition and Well Being

➤ Hospitality

— Certified Restaurant Team Member (Hospitality)

#### ➤ Human Resources

- Certified HR Compensation Manager Certified HR Stafffing Manager
- Certified Human Resources Manager
- Certified Performance Appraisal Manager

### Office Skills

- Certified Data Entry Operator
- Certified Office Administrator

Project Management
 Certified Project Management Professional

### Real Estate

- Certified Real Estate Consultant

MarketingCertified Marketing Manager

### Quality

- Certified Six Sigma Green Belt Professional
- Certified Six Sigma Black Belt Professional
   Certified TQM Professional

#### Logistics & Supply Chain Management

- Certified International Logistics Professional Certified Logistics & SCM Professional
- Certified Purchase Manager
- Certified Supply Chain Management Professional

- ➤ Legal

   Certified IPR & Legal Manager
- Certified Labour Law Analyst
   Certified Business Law Analyst
   Certified Corporate Law Analyst

### ➤ Information Technology

- Certified ASP.NET Programmer
   Certified Basic Network Support Professional
- Certified Business Intelligence Professional
- Certified Core Java Developer
   Certified E-commerce Professional
   Certified IT Support Professional
- Certified PHP Professional
   Certified Selenium Professional
   Certified SEO Professional
- Certified Software Quality Assurance Professional

# ➤ Mobile Application Development — Certified Android Apps Developer

- Certified iPhone Apps Developer

#### Security

- Certified Ethical Hacking and Security Professional
   Certified Network Security Professional

### Management

- Certified Corporate Goverance Professional
   Certified Corporate Social Responsibility Professional

- Certified Business Communication Specialist
- Certified Public Relations Officer

# Media

- Certified Advertising Manager
- Certified Advertising Sales Professional

## > Sales, BPO

- Certified Sales Manager
- Certified Telesales Executive

& many more job related certifications

Contact us at:

**Vskills** 

011-473 44 723 or info@vskills.in

www.vskills.com