

**MANAGED BY JIVAN JYOT TRUST
J.Z SHAH ARTS & H. P. DESAI
COMMERCE COLLEGE,
AMROLI-SURAT.**

Re-Accredited B++ (CGPA 2.94) BY NAAC (3rd Cycle)

Affiliated To Veer Narmad South Gujarat University, Surat



**Certificate Short Term Course in
“E-COMMERCE & CONSUMER PROTECTION”**

Total Hours: 30 Hrs.



Onehede

**PRINCIPAL
Dr. K. N. CHAVDA
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TA. CHORYASI, DIST. SURAT.**

E-COMMERCE

Vision:

- Students get aware about day-to-day activities like Purchase, Sales and Transfer of money by Electronic Gadgets and also how to use them in this Modern world.

Mission:

- Discover E-Commerce opportunities and understand why E-Commerce strategies fail where other succeed.
- Students will know how to choose between the different technologies available and make sales decision based on data and insights.
- Learn how a good online infrastructure will help business to connect the dots between websites, mobile, social, and physical retail spaces.

Objective:

Such factors helpful to improve students' knowledge

- Analyse the impact of E-Commerce on business models and strategy.
- To describe the types of E-Commerce.
- Explain the progress that should be followed in building an E-Commerce.
- presence.
- Identify the key security threats in the E-commerce environment.



CONSUMER PROTECTION ACT-2019

Vision:

- To be protected from unfair or restrictive trade practices. Consumers have the right to access a variety of goods and services at competitive prices. Consumers should have the right to redressal.

Mission:

- The basic aim of the Consumer Protection Act, 2019 is to save the rights of the consumers by establishing authorities for timely and effective administration and settlement of consumers' disputes. Rights of the consumers: Consumers have the right to information on various aspects of goods and services.

Objective:

Such factors helpful to improve students' knowledge:

- To provide better and all-round protection to consumer.
- To provide safeguards against different type of exploitation such as defective goods, deficient services and unfair trade practice.
- For better protection of the interests of all consumers of any goods or services unless the governments specifically exempt.
- Ensures the consumer, the right to seek redressed against any exploitation
- In order to protect the consumers from unfair trade practices



SYLLABUS OF E-COMMERCE

UNIT-1

What is E-Commerce?

| |
|-------------------------------|
| • E-Commerce - Meaning |
| • How E-Commerce Developed? |
| • Brief Idea about E-commerce |

UNIT-2

E-Commerce: Advantages, Challenges

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|---------------------------------------|
| • Advantages of E-Commerce |
| • Challenges in E-Commerce |
| • How to start Business in E-Commerce |

UNIT-3

E-Commerce: Types

| |
|------------------------------|
| • Business to Consumer (B2C) |
| • Business to Business (B2B) |
| • Consumer to Consumer (C2C) |
| • Consumer to Business (C2B) |

UNIT-4

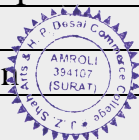
E-Commerce: Requirements

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| • Requisite Equipment for the successful implementation of E-Commerce |
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UNIT-5

Online Transactions of E-Commerce

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|---------------------------------------|
| • Online Transaction : Meaning, Steps |
| • Modes of Payment |
| • Safety and Security of Transaction |



SYLLABUS OF CONSUMER PROTECTION

ACT-2019

UNIT-1

What is Consumer Protection Act?

| |
|----------------------------------|
| • Meaning of Consumer |
| • Concept of Consumer Protection |
| • Need for Consumer Protection |

UNIT-2

Ways and Means of Consumer Protection

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| • Ways and means of consumer Protection |
| • Consumer Organisations |
| • Legislative measures to consumer protection |

UNIT-3

Consumer Protection Act,1986

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|------------------------------------|
| • Introduction |
| • Objectives |
| • Salient features of C.P.Act,1986 |

UNIT-4

Rights of consumers

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|--------------------------------------|
| • Rights of Consumers |
| • Instances of Consumer exploitation |

UNIT-5

Consumer Disputes

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| • Who can file complaint |
| • Agencies to settle the consumer disputes |
| • What are the relief available for consumers |
| • E-Complaint |



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