

St. Mira's College for Girls, Pune
(Autonomous-Affiliated to Savitribai Phule Pune University)

B.Com.

Subject: CONSUMER PROTECTION & BUSINESS ETHICS

Semester: 1

C11506

Year: 2019-2020

Unit 1, 2 3& 4: CONSUMER SURVEY & CASE STUDY_ Research & Analytical Skills

AN ASSIGNMENT
ON
"CONSUMER PROTECTION"

SUBJECT: CONSUMER PROTECTION
AND BUSINESS ETHICS

TITLE: CONSUMER PROTECTION

SUBMITTED TO: ASST. PROF. SHANTHI
FERNANDES

SUBMITTED BY: SWATI (3A05) DIVYA (3A04)
CLASS & FY: B.COM - C

SEMESTER: I

YEAR: 2019-2020

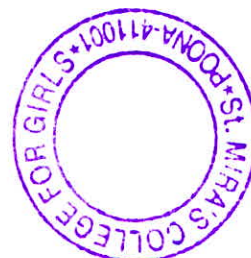
DATE OF SUBMISSION: 17th September 19

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Shanthi

Asst. Prof. Shanthi Fernandes (Subject Teacher)



Principal Incharge
St. Mira's College for Girls

3405 & 3404

(10)

ANALYSIS

As per the consumer survey form:

Out of 10 respondent:

(4) have faced the problem of adulteration.

(7) have faced the problem of duplicate products.

(8) have faced the problem of higher price than MRP.

(7) have faced the problem of low quantity.

All (10) respondent have faced the problem of low quality.

(3) have faced the problem of wrong information provided.

Out of 10 respondent all of them have been cheated.

Out of 10 respondent:

(6) have faced the problem of electricity.

(7) have faced the problem of transportation.

All (10) have faced the problem of medical.

(2) have faced the problem regarding insurance.



Shanthe

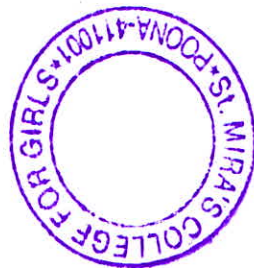
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Case Study : 3

In June 2016, Murali was shocked to receive an email stating his Airtel bill was Rs 9,979. Murali contacted the Airtel helpline and raised a query about how could the 1,999 plan go beyond the cap without the customer receiving any alert. Although the company executives admitted to a possible mix-up and assured Murali of sorting out the issue, they only barred all his service within few days. This forced him to lodge a formal complaint at the forum. The Bangalore consumer forum has ordered Airtel to pay Rs 5,000 as a compensation for overbilling a customer and forcing him to pay the inflated bill by abruptly disconnecting his service.




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