



**COUNCIL OF HIGHER SECONDARY EDUCATION, ODISHA
PRAJNAPITHA, SAMANTAPUR, BHUBANESWAR- 13**

NOTIFICATION

Bhubaneswar, dated the 17th July, 2026

No. Acd /06/2016(P) 3188/ CHSE, Consequent upon Resolution No.02 of the Academic Committee Meeting held on 24.04.2026 and Resolution No.07 of the Annual Meeting of the Council of Higher Secondary Education, Odisha held on 24.06.2026 as approved on recommendation of the Syllabus Committee of Commerce (BSM) held on 22.05.2026, Unit No-IV: Topic- Consumer Protection of BSM subject of Commerce paper-II syllabus of Class-XII has been modified as detailed below.

COMMERCE – BSM (PAPER – II) / BFC – BSM

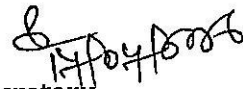
SECOND ELECTIVE

UNIT – IV : CONSUMER PROTECTION

Concept and Importance; Consumer Protection Act, 2019 – Meaning of Consumer and Consumer Protection Act, Rights and Responsibilities of Consumers; Process of filing complaints; Statutory Regulatory Bodies (with New Additions) & their Roles in Consumer Awareness; 3-Tier Redressal Mechanism (As Revised); Remedies, Reliefs and Alternate Resolution; Role of NGOs.

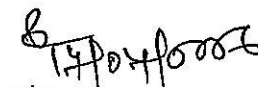
The above change shall be effective from Annual H.S Examination-2027.

By order of the Chairman


Secretary

Memo No. 3189 CHSE, Dt.17.07.2026/

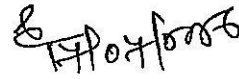
Copy forwarded to the Director, Higher Secondary Education, Odisha, Bhubaneswar /Registrars of all Universities/Secretary, Board of Secondary Education, Odisha, Cuttack /All Sections/All Zones/All Officers for information.


Secretary

P.T.O

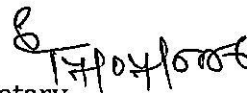
Memo No. **3190** / CHSE, Dt.**17.07.2026**/

Copy forwarded to the Addl. Secretary to Govt. Deptt. of Higher Education, Govt. of Odisha, Bhubaneswar/ Special Secretary to Govt. Deptt. of School & Mass Education, Govt. of Odisha, Bhubaneswar.


Secretary

Memo No. **3191** / CHSE, Dt.**17.07.2026**/

Copy forwarded to the Director, Odisha State Bureau of Text Book Preparation and Production, Bhubaneswar for information and necessary action. She is requested to update the Class -XII text book BSM subject- "Business Studies and Management" Unit- IV : Consumer Protection Topic accordingly.


Secretary