

NOVEMBER 2017

65171/KDACC

Time : Three hours

Maximum : 75 marks

PART A — (10 × 1 = 10 marks)

Answer any TEN questions.

1. What do you mean by consumer needs?
2. What is meant by Consumer awareness?
3. Define Goods.
4. Why is consumer education required?
5. How to handle complaints?
6. Define Deficiency under Consumer Protection Act.
7. Write any two powers of state commission.
8. Give the meaning of unfair trade practices.
9. State any two basic problems of consumers.
10. Define — OMBUDSMAN.
11. What do you understand by consumer communication?
12. What is meant by consumer satisfaction?

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PART B — (5 × 5 = 25 marks)

Answer any FIVE questions.

13. What are the positive effects of Consumerism?
14. State the characteristics of consumer protection Act, 1986.
15. Explain the rights of consumer.
16. State the composition of the district forum.
17. Trace the objectives of central protection council?
18. Write short notes on: (a) Services
(b) Manufacturer.
19. Describe the significance of ethics in advertisement.

PART C — (4 × 10 = 40 marks)

Answer any FOUR questions.

20. Elaborate the basic concepts of consumerism.
21. Explain the need and importance of consumer protection.
22. Discuss about the consumer protection council.
23. Briefly explain how to file consumer complaint.

24. Enumerate the machinery for settlement of grievances.
25. Discuss about consumer care mechanism in private and public sector.