

APRIL 2021

65171/KDACC

Time : Three hours

Maximum : 75 marks

PART A — (10 × 1 = 10 marks)

Answer any TEN questions each in 50 words.

1. Define - Consumer Protection.
2. What do you Complaint?
3. What is Consumer Dispute?
4. Write a short note on “Defect”.
5. Who can file complaint?
6. Restrictive Trade Practice — Explain.
7. Define - Consumer Education.
8. What is MRTP?
9. Write a short note on OMBUDSMAN
10. Who is Consumer?
11. Define — Service.
12. What is District Forum under Consumer Protection Act?

PART B — (5 × 5 = 25 marks)

Answer any FIVE questions each in 200 words.

13. State the Objectives of Central Council.
14. Write a detailed note on State Consumer Commission.
15. What do you mean by Consumerism?
16. What is Unfair Trade Practice
17. State the provisions relating to State commission.
18. List out the objectives of Consumer Protection Act.
19. List out the exceptions of Caveat Emptor.

PART C — (4 × 10 = 40 marks)

Answer any FOUR questions each in 500 words.

20. Explain the Consumer Care Mechanism in Private and Public Sector.
21. State and discuss the provision relating to limitation period under Consumer protection Act.
22. What is National Consumer Disputes Redressal Commission (NCDRC)? State its powers

23. What are the complaints before district and State commission?
 24. List out and discuss about the responsibility of Consumers.
 25. What is CSR? State its importance.
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