

NOVEMBER 2021

65171/KDACC

Time : Three hours

Maximum : 75 marks

PART A — (10 × 1 = 10 marks)

Answer any TEN questions each in 50 words.

1. Why do we need consumer movement?
2. Define consumerism.
3. What do you mean by consumer awareness?
4. List any two rights of consumer.
5. What is unfair trade practice?
6. Write a note on redressal forums.
7. What is meant by district forum?
8. Define ombudsman.
9. What are consumer pressure groups?
10. What is a grievance?
11. What are the benefits of social responsibility?
12. Define consumer communication.

PART B — (5 × 5 = 25 marks)

Answer any FIVE questions each in 200 words.

13. What are the problems of Indian consumers?
14. Describe buyer beware concept.
15. Explain the benefits of consumer education.
16. Discuss the exceptions to caveat emptor.
17. Describe about national consumer redressal forum.
18. What are the important provisions of consumer protection Act 1986?
19. State the essential elements of Corporate social responsibility.

PART C — (4 × 10 = 40 marks)

Answer any FOUR questions each in 500 words.

20. Explain the positive and negative effects of consumerism.
21. Describe the need and importance of consumer awareness.
22. Briefly explain the consumer rights and responsibilities.

23. Explain the functions of consumer protection councils.
 24. What is the three-tier machinery of consumer disputes redressal under the consumer protection Act 1986?
 25. Explain the ethical issues in advertising.
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