

NOVEMBER 2022

65171/KDACC

Time : Three hours

Maximum : 75 marks

PART A — (10 × 1 = 10 marks)

Answer any TEN questions, in 50 words each.

1. Define Consumerism.
2. What is Caveat Emptor?
3. Why do we need consumer protection?
4. What is Restricted Trade Practices?
5. What is consumer dispute?
6. Write any two functions of redressal forums.
7. What are state consumer protection council?
8. Define the term ethics.
9. What is corporate social responsibility?
10. Who are the consumer pressure groups?

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Consumer Rights and education

11. Define consumer satisfaction.
12. What do you mean by consumer care mechanism?

PART B — (5 × 5 = 25 marks)

Answer any FIVE questions in 200 words each.

13. Describe the consumer movement in India.
14. Explain the basic concepts of consumerism.
15. Briefly explain any five rights of consumers.
16. State the benefits of consumer awareness.
17. Describe the objectives of consumer protection act 1986.
18. Write a note on the State Consumer protection Council.
19. State the machinery for settlement of grievances.

PART C — (4 × 10 = 40 marks)

Answer any FOUR questions, in 500 words each.

20. Point out the problems faced by Indian consumers.
21. Explain the responsibility of consumers.
22. Discuss unfair trade practices in India.

23. Highlights the composition, jurisdiction and powers of the National Commission.
24. Discuss about voluntary consumer organizations.
25. State the consumer care mechanism in public sector.