

**STELLA MARIS COLLEGE (AUTONOMOUS), CHENNAI – 86.**

**(For candidates admitted from 2015 and thereafter)**

**Subject Code: 15CM/UI/CR23**

**COURSE : Independent Elective**  
**PAPER : Consumer Rights**

**MAX. MARKS :100**  
**TIME : 3 HOURS**

**SECTION – A**

**ANSWER ALL QUESTIONS**

**(10 X 2=20)**

1. Write a note on Consumerism.
2. State the objective of Consumer Movement in India?
3. What is Standardization? Mention any two organisations responsible for the standardization of products in India.
4. What do you mean by Consumer exploitation?
5. What do you mean by deficiency in services?
6. What are the objectives of Consumer Protection Act?
7. What information one should check before buying packed bottle of drinking water on a journey?
8. State the difference between Consumer and Customer.
9. Give an example for Right to Information.
10. State any two important challenges faced by the consumers during the purchase of tinned food.

**SECTION – B**

**ANSWER ANY FIVE QUESTIONS**

**(5 X 8=40)**

11. What are the challenges experienced by the consumers on Online shopping?
12. Explain the role of three tier judicial set up for consumer redressal and consumer disputes in India.
13. Explain the Consumer Dispute redressal procedure.
14. Consumer movement in India can be effective only with active involvement of the Government. Explain
15. Discuss the challenges in Consumer exploitation
16. Explain the recent trends and growth of Consumerism in India?
17. 'Consumer awareness is essential to avoid exploitation' Explain.

**SECTION – C**

**ANSWER ANY TWO QUESTIONS**

**(2 X 20=40)**

18. Who is a Consumer? Explain the rights and duties of a Consumer.
19. What do you mean by Consumer Exploitation. What are its causes? Explain the different forms of Consumer exploitation.
20. Explain the composition and workings of District and State consumer protection councils.
21. How are Consumers exploited in the Market. Discuss with any three products of your choice.

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