

STELLA MARIS COLLEGE (AUTONOMOUS), CHENNAI – 600 086
(For candidates admitted during the academic year 2020 -2021 & thereafter)

SUBJECT CODE : 20HR/PE/CR15

M.A. DEGREE EXAMINATION, APRIL 2023

HUMAN RESOURCE MANAGEMENT

FOURTH SEMESTER

COURSE : ELECTIVE

PAPER : CONSUMER RIGHTS AND BEHAVIOUR

TIME : 3 HOURS

MAX. MARKS : 100

SECTION A

ANSWER ALL QUESTIONS. ANSWER SHOULD NOT EXCEED 50 WORDS.

(10X2=20)

1. Distinguish Consumer with Customer.
2. Why Consumerism important nowadays?
3. Why are Consumer Rights so important?
4. State the meaning of Consumer right.
5. Do Indian consumers care about “Sustainability”?
6. List some ways to practice Sustainable Consumption.
7. Mention a few factors which cause exploitation of consumers.
8. What is the meant by consumer exploitation?
9. List the salient features of the Consumers Protection Act, 1986.
10. Define the term caveat emptor.

SECTION B

ANSWER ANY FOUR QUESTIONS. ANSWER SHOULD NOT EXCEED 600

WORDS.

(4X10=40)

11. List out the features of consumer movement.
12. Explain fundamental consumer rights of an individual in India.
13. Prepare a table representing each Consumer right with consumer responsibility.
14. What is the responsibility of a consumer to the environment?
15. List the various forms of consumer exploitation.
16. Discuss about Consumer Dispute Redressal mechanism under COPRA.

SECTION C

ANSWER ANY TWO QUESTIONS. ANSWER SHOULD NOT EXCEED 1200

WORDS.

(2X20=40)

17. Explain about the consumer movement in India. Discuss about the purpose behind the consumer movement in India.
18. Compare old Consumer protection Act (1986) and new Consumer protection Act (2019).
19. Ascertain the various Challenges faced by the Indian consumer.
20. Exhibit the role of Consumer protection councils.
