

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

**M.A. DEGREE EXAMINATION, APRIL 2024**  
**HUMAN RESOURCE MANAGEMENT**  
**FOURTH SEMESTER**

**COURSE : ELECTIVE**  
**PAPER : CONSUMER RIGHTS AND BEHAVIOUR**  
**SUBJECT CODE : 20HR/PE/CR15**  
**TIME : 3 HOURS** **MAX. MARKS : 100**

**SECTION A**

**ANSWER ALL QUESTIONS. ANSWER SHOULD NOT EXCEED 50 WORDS.**

**(10X2=20)**

1. Define Consumerism.
2. What does consumer movement aim for?
3. State a reason for enacting consumer protection act by the Indian Parliament?
4. Give two examples for rights to safety.
5. List down any two rights of consumers.
6. What do you mean by RTI?
7. Brief the act of exploiting customers with an example.
8. What are the causes of consumer exploitation?
9. Define COPRA Act, 1986.
10. Mention any two consumer protection measures.

**SECTION B**

**ANSWER ANY FOUR QUESTIONS. ANSWER SHOULD NOT EXCEED 600 WORDS.**

**(4X10=40)**

11. Discuss how consumer rights are protected legally.
12. Explain briefly the objectives and salient features of Consumer Protection Act, 1986.
13. State the practices of Sustainable Consumption.
14. Discuss upon the powers and functions of the Central Consumer Protection Authority.
15. Explain the various procedures for consumer grievances redressal.
16. Briefly explain the historical perspective of Consumer movement.

**SECTION C**

**ANSWER ANY TWO QUESTIONS. ANSWER SHOULD NOT EXCEED 1200 WORDS.**

**(2X20=40)**

17. Elaborately discuss the procedures of filing a complaint under the Consumer Protection Act, 1986. Explain the penalties and reliefs stated under the Act.
18. Describe and discuss the organisational set-up of Consumer protection Council.
19. Mr. Anand receives medical treatment in a hospital run by charitable trust. In few days of surgery, he faces some complications which happened due to negligence of the hospital.
  - i) Can Mr. Anand file a case against the charitable trust?
  - ii) How this medical negligence can be overcome?
20. Explain the powers conferred on the District Forum under the Consumer Protection Act, 1986 to protect the aggrieved party?

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