

STELLA MARIS COLLEGE (AUTONOMOUS), CHENNAI – 86.

(For candidates admitted from 2015 and thereafter)

Subject Code: 15CM/UI/CR23

COURSE : Independent Elective MAX. MARKS :10  
PAPER : Consumer Rights TIME : 3 HOURS

SECTION – A

ANSWER ALL QUESTIONS (10 X 2=20)

1. Who is a Consumer?
2. Why did Consumer Movement arise in India?
3. State any two organisations responsible for the standardization of products in India.
4. List out the objectives of Consumer Protection Act.
5. When do we celebrate National Consumer Day?
6. What are the objectives of Consumer Protection Council?
7. What information one should check before buying packed food?
8. State the difference between Consumer and Customer.
9. When you are not interested to buy a tooth brush with Tooth paste but you are forced to buy the what right you can exercise?
10. State any tow important problems faced by the consumers in India.

SECTION – B

ANSWER ANY FIVE QUESTIONS (5 X 8=40)

11. What are the rules and regulations required in the market place.?
12. Explain the role of three tier judicial set up for consumer redressal and consumer disputes in India.
13. Explain the Powers and functions of Consumer protection council.
14. Consumer movement in India can be effective only with active participation by the Consumers - Explain
15. Discuss the challenges in Consumer exploitation
16. What are the reason for the growth of Consumerism in India?
17. What are the duties of Consumer?

SECTION – C

ANSWER ANY TWO QUESTIONS (2 X 20=40)

18. What is Consumer Protection Act?. Explain its provisions.
19. What do you mean by Consumer Exploitation. What are its causes?. Explain the different forms of Consumer exploitation.
20. Discuss in detail the various types of rights enjoyed by the Consumer?
21. How are Consumers exploited in the Market. Discuss with any three products of your choice.

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