

**STELLA MARIS COLLEGE (AUTONOMOUS) CHENNAI – 86**  
**Independent Elective Course offered by Department of Commerce to students for**  
**B.A/B.Sc./B.Com./B.C.A./B.S.W./B.V.A.Degree**  
**(Effective from the academic year 2015-2016)**

**SUBJECT CODE: 15CM/UI/CR23**

**END SEMESTER EXAMINATION- APRIL 2019**  
**CONSUMER RIGHTS**

**TIME: 3 HRS**

**MARKS:100**

**SECTION A**

**ANSWER ALL THE QUESTIONS:**

**(10x2=20)**

1. Who is a Consumer ?
2. What is Consumer Exploitation?
3. Write short notes on RTI.
4. Distinguish between Consumer and a customer
5. List out the reasons for substandard quality product.
6. What is Consumer Dispute Redressal?
7. Write short notes on COPRA Act
8. What are the objectives of Consumer Protection Council?
9. What information one should check before buying packed food?
10. Mention the laws relating to consumerism.

**SECTION B**

**ANSWER ANY FIVE QUESTIONS:**

**(5x8=40)**

11. Discuss the procedure involved in Consumer Dispute Redressal.
12. Consumer movement in India can be effective only with active participation by the Consumer – Explain.
13. Explain the recent Trends in consumerism.
14. What are the duties of Consumer?
15. Discuss the challenges in Consumer Exploitation
16. What are the reasons for the growth of Consumerism in India?
17. Discuss John F. Kennedy's consumer Bill of Rights.

**SECTION C**

**ANSWER ANY TWO QUESTIONS:**

**(2x20=40)**

18. Discuss the problems faced by consumers in India with suitable illustrations.
19. Discuss the types of consumer Rights.
20. How are Consumers exploited in the Market. Discuss with any three products of your choice.
21. Explain in detail the consumer protection councils.

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