

Code No. : 10626 E Sub. Code : CAEC 11

B.A. (CBCS) DEGREE EXAMINATION,
NOVEMBER 2023.

First Semester

Economics — Allied

CONSUMER RIGHTS AND AWARENESS

(For those who joined in July 2021-2022)

Time : Three hours

Maximum : 75 marks

PART A — (10 × 1 = 10 marks)

Answer ALL questions.

Choose the correct answer.

1. In India, National consumers day is observed on _____
(a) March 14 (b) March 15
(c) March 16 (d) March 17
2. Consumer Guidance Society of India (CGSI), was started in _____
(a) 1964 (b) 1965
(c) 1966 (d) 1967
7. The District Forum shall entertain compliance arising from within the _____
(a) Village (b) Panchayat
(c) District (d) State
8. The National Commission can entertain complaints where the value of goods or services and compensation if any is claimed for more than _____
(a) 1 lakh (b) 10 lakh
(c) 1 crore (d) 10 crores
9. FEDCOT has _____ voluntary organisation as members.
(a) 179 (b) 189
(c) 199 (d) 209
10. FEDCOT head office is located in _____
(a) Delhi (b) Mumbai
(c) Kolkata (d) Chennai

PART B — (5 × 5 = 25 marks)

Answer ALL questions choosing either (a) or (b).

Each answer should not exceed 250 words.

11. (a) Write a short note on restrictive trade practices.

Or
(b) Briefly explain the origin of consumerism in India.

3. The action of making something poorer in quality by the addition of another substance is called as _____
(a) Under weight
(b) Adulteration
(c) Duplication
(d) High price
4. The right to be assured to access to a variety of goods is called as _____
(a) Right to safe
(b) Right to choose
(c) Right to seek
(d) Right to hazard
5. The Consumer Protection Act, 1986 provides for a separate _____ tire-quasi-judicial consumer dispute redressal machinery.
(a) 2 (b) 3
(c) 4 (d) 5
6. State Consumer Protection Council was initially constituted in the year 1987 for a period of _____ years.
(a) 1 (b) 2
(c) 3 (d) 4

12. (a) What is meant by hoarding and artificial demand?

Or
(b) Bring out the means of right to consumer education.
13. (a) Explain the need for consumer protection.

Or
(b) What are the objectives of Consumer Protection Act?
14. (a) Write a short note on National Commission in the consumer court.

Or
(b) Briefly explain the enforcement of orders.
15. (a) Bring out the voluntary consumer organisation.

Or
(b) What are the basic requirements of consumer organization?

PART C — (5 × 8 = 40 marks)

Answer ALL questions choosing either (a) or (b).

Each answer should not exceed 600 words.

16. (a) Discuss the major aspects of consumer disputes and its complaint.

Or

- (b) Explain the objectives of consumerism in India.

17. (a) Explain the various forms of exploitation with illustrations.

Or

- (b) Elucidate of different types of consumer rights.

18. (a) Highlight the various legal measures for consumer protection.

Or

- (b) Explain the recent amendments of Consumer Protection Act 1986.

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19. (a) Explain the role of state commission on consumer dispute redressal agencies.

Or

- (b) Briefly explain the penalties under the consumer dispute redressal agencies.

20. (a) Discuss the role of International Organization of Consumer Union.

Or

- (b) Describe the importance of Federation of Consumer Organization of Tamil Nadu.

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