

(6 pages)

Reg. No. :

Code No. : 10537 E Sub. Code : CAEC 11

B.A. (CBCS) DEGREE EXAMINATION,
NOVEMBER 2022.

First Semester

Economics — Allied

CONSUMER RIGHTS AND AWARENESS

(For those who joined in July 2021 onwards)

Time : Three hours

Maximum : 75 marks

PART A — (10 × 1 = 10 marks)

Answer ALL questions.

Choose the correct answer :

1. A Consumer
 - (a) Sells goods and services
 - (b) Consumer goods and services
 - (c) Produces goods and services
 - (d) Delivers goods and services

6. Under COPRA, a _____ tier structure was set up for redressal of consumer disputes.
 - (a) Three-tier
 - (b) One-tier
 - (c) Two-tier
 - (d) Four-tier

7. The district level court deals with the consumer disputes cases involving claims up to _____.
 - (a) Rs.10 lakhs
 - (b) Rs.20 lakhs
 - (c) Rs.50 lakhs
 - (d) Rs. 70 lakhs

8. In which forum, is it compulsory to have a female member?
 - (a) National commission
 - (b) State commission
 - (c) District commission
 - (d) All of the above

2. The Consumer Movement started rising in India as a social force due to _____.
 - (a) Food shortages
 - (b) Unethical and unfair trade practices
 - (c) Adulteration of food and edible oil
 - (d) All of the above

3. Consumers have the _____ against unfair trade practices and exploitation.
 - (a) Right to reject
 - (b) Right to information
 - (c) Right to choose
 - (d) Right to seek

4. Adulteration is _____.
 - (a) Selling defective items
 - (b) Overpricing
 - (c) Underweight measurement
 - (d) Mixing cheap materials

5. Consumer Protection Act includes _____.
 - (a) All Goods and Services
 - (b) Immovable Goods
 - (c) Movable Goods
 - (d) Particular Goods and Services

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9. What does FEDCOT stands for?
 - (a) Federation of Consumer Organisation In Tamil Nadu
 - (b) Forum of Consumer Organisation In Tamil Nadu
 - (c) Federation of Consumer Organisation in Telangana
 - (d) Foreign Exchange Development Council in Tamil Nadu

10. IOCU was founded in the year _____.
 - (a) 1950
 - (b) 1960
 - (c) 1965
 - (d) 1966

PART B — (5 × 5 = 25 marks)

Answer ALL questions choosing either (a) or (b).
Each answer should not exceed 250 words.

11. (a) Explain the objectives of Consumerism.
Or
(b) Describe the concept of Restrictive Trade Practices with examples.

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12. (a) Narrate the reasons for consumer exploitation.

Or

(b) Explain the need for consumer rights.

13. (a) Summarise the importance of Consumer Protection.

Or

(b) Explain the objectives of Consumer Protection Act.

14. (a) Describe the power of jurisdictional complaints.

Or

(b) Give a brief account of District Forum.

15. (a) Explain the Federation of Consumer Organisations of Tamil Nadu.

Or

(b) Describe the objectives of voluntary organisation for consumer awareness.

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PART C — (5 × 8 = 40 marks)

Answer ALL questions choosing either (a) or (b).
Each answer should not exceed 600 words.

16. (a) Explain the growth of consumerism in India.

Or

(b) Describe the origin and evolution of Consumerism.

17. (a) Discuss the various forms of exploitation.

Or

(b) Describe the consumer rights in detail.

18. (a) Discuss the salient features of Consumer protection Act.

Or

(b) Explain the legal measures taken by the Government to protect the consumers.

19. (a) Elucidate the procedure to file a complaint in the Consumer Court.

Or

(b) Explain the functions of State Commission.

20. (a) Analyse the role of voluntary organisation in consumer protection.

Or

(b) Explain the International Organisation of Consumer Union.

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