

**M. A. (ENGLISH)/ M.A. ECONOMICS /M.SC. MICRO. /M. COM.
//M.SC. COMP. SCIENCE/ M..SC. ANALYTICAL CHEMISTRY/
M.SC. ORGANIC / M.SC. INORGANIC SEM -II (CHOICE BASED
CREDIT AND GRADE SYSTEMS)EXTRA CREDIT (2012
COURSE) : SUMMER - 2018
SUBJECT : CONSUMER PROTECTION**

Day: **Thursday**
Date: **03/05/2018**

Time : **11.00 AM TO 02.00 PM**
Max. Marks : 60

S-2018-0938

N.B:

- 1) All questions are **COMPULSORY**.
- 2) Figures to the right indicate **FULL** marks.

Q.1 What do you mean by 'Consumer'? Explain the individual problems of (16) consumer.

OR

- a) Explain the features of consumers. (08)
- b) Describe the responsibilities of consumers. (08)

Q.2 What is 'Consumer Education'? State the methods and techniques of (16) consumer education.

OR

- a) State the collective problems of consumers. (08)
- b) Explain the role of consumer movement in India. (08)

Q.3 Write in detail the importance and objectives of consumer movement. (16)

OR

- a) What are the objectives of consumer education? (08)
- b) Explain the need of Consumer Protection Act, 1986. (08)

Q.4 Write short notes on any **THREE** of the following: (12)

- a) Rights of consumers
- b) District Consumer Protection Council
- c) Methods of filing complaints
- d) Consumer as a king pin of democracy
- e) National Consumer Redressal Forum

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