

**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) : WINTER - 2018**

SUBJECT : CONSUMER PROTECTION

Day: Wednesday
Date: 31/10/2018

W-2018-1063

Time : 03.00 PM TO 06.00 PM
Max. Marks : 60

N.B:

- 1) All questions are **COMPULSORY**.
 - 2) Figures to the right indicate **FULL** marks.
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Q.1 What is 'Consumer'? Explain the features of consumers. **(16)**

OR

- a) What is consumer as a king pin of democracy? **(08)**
- b) Explain the rights of consumers. **(08)**

Q.2 Define 'Consumer Movement'. Describe the role of consumer movement in India. **(16)**

OR

- a) State the objectives of consumer movement. **(08)**
- b) Discuss the methods of filing complaints. **(08)**

Q.3 Explain the individual and collective problems of consumer. **(16)**

OR

- a) State the importance of consumer movement. **(08)**
- b) Explain the objectives of consumer education. **(08)**

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

- a) Consumer as a capital
- b) Responsibilities of consumers
- c) Need of Consumer Protection Act, 1986
- d) State Consumer Protection Council
- e) District Consumer Redressal Forum

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