

SUBJECT : CONSUMER PROTECTION

Day : **Saturday**
Date : **11/11/2017**

W-2017-0838

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

N. B. :

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

Q. 1 Define the term 'Consumer'. Explain three dimensional concept of consumer. **(16)**

OR

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

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

OR

- a) State the individual problem of consumers. **(08)**
- b) Explain the role of consumer movement in India. **(08)**

Q. 3 Explain the redressal mechanism under the Consumer Protection Act. **(16)**

OR

- a) Discuss the methods of filling complaints. **(08)**
- b) Explain the role of District Consumer Protection Council. **(08)**

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

- a) Objectives of Consumer Movement
- b) Consumer as a King-pin of Democracy
- c) Role of State Consumer Protection Council
- d) Features of Consumer Protection Act
- e) Collective Problems of Consumer

* * * * *