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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

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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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

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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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