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Register Number:

Name of the Candidate:

DIPLOMA EXAMINATION, May 2015

(CONSUMER AWARENESS AND RIGHTS)

130. CONSUMER RIGHTS AND JUSTICE

Time: Three hours

Maximum: 100 marks

Answer any FIVE questions
All questions carry equal marks

(5 × 20= 100)

1. Discuss the consumer rights recognised at the international level.
2. What do you understand by the term “Caveat Emptor” or “Buyer beware”.
3. State the features of ethical consumerism.
4. Discuss the importance of consumer Education and awareness.
5. Outline the problems consumer face in society.
6. Outline the functions of the department of consumer affairs in India.
7. What is the manner in which a complaint can be filed and is consumer protection act 1986.
8. What are the remedies available to a consumer seeking justice?
9. How does Public Distribution System (PDS) contribute to food security?
10. Can a consumer file a complaint after the limitation period?
