CONSUMER BEHAVIOUR & PROTECTION
(Theory) Paper III

उपभोक्ता व्यवहार एवं सुरक्षा
(सैद्धांतिक) प्रश्न-पत्र III

Time allowed : 3 hours
Maximum Marks : 60

Genral Instructions :

(i) All questions are compulsory.
(ii) Marks allotted to questions are indicated against each of them.
(iii) The answers to questions no. 1 to 4 should be given in about 30 words.
(iv) The answers to questions no. 5 to 10 should be given in about 70 words.
(v) The answers to questions no. 11 to 14 should be given in about 160 words.

सामान्य निर्देश :

(i) सभी प्रश्न अनिवार्य हैं।
(ii) प्रत्येक प्रश्न के अंक उसके सामने लिखे हैं।
(iii) प्रश्न क्रमांक 1 से 4 तक के उत्तर लगभग 30 शब्दों में दीजिए।
(iv) प्रश्न क्रमांक 5 से 10 तक के उत्तर लगभग 70 शब्दों में दीजिए।
(v) प्रश्न क्रमांक 11 से 14 के उत्तर लगभग 160 शब्दों में दीजिए।
1. Distinguish between shopping products and convenience products.

2. Who can make complaint before the consumer protection agency? Make a list.

3. What information is required to be disclosed in respect of packaged goods under the law?


5. What are speciality products? What factors determine the purchase behaviour for such products? Explain with the help of examples.

6. You buy a 250 gm packet of tea. After reaching home and weighing it, you find that the quantity is 20 gram less. What action can you take in such a situation?

7. State four main characteristics of industrial buying.

8. What are the provisions regarding prevention of black marketing and maintenance of supply of essential commodities under the Essential Commodities Act?


10. What remedies are available to consumers, under the Marketing of Drugs and Cosmetics Act to protect their interests?


12. Explain the buying process for industrial products, with the help of suitable examples.
13. Analyse and explain the consumer protection measures with regard to defective goods and deficient services under the Consumer Protection Act.

उपभोक्ता संरक्षण अधिनियम के अन्तर्गत दोषपूर्ण माल एवं ज्यादातर सेवाओं से सम्बन्धित उपभोक्ता संरक्षण उपायों का विश्लेषण करें व समझाएँ।

14. What are unfair trade practices? What remedies are available to consumers affected by unfair trade practices?

अनुचित व्यापार प्रचलन क्या हैं? अनुचित व्यापार प्रचलनों से प्रभावित उपभोक्ताओं को क्या उपचार उपलब्ध हैं?