

6.3-DSE-3-(GROUP-C-MANAGEMENT)

Consumer Affairs & Consumer Care

Q1.What is consumer complaint? Discuss different internal and external complaint handling procedure?

Q2.What are the objectives of Consumer Protection Act? Discuss the organizational set up under consumer protection act briefly?

Q3.Describe the grievance redress mechanism under Consumer Protection Act, 1986?

Q4. Discuss the role of industry regulators in redressing consumer complaint?

Q5.Write short notes on:

(a)Labeling and Packaging

(b)Unfair trade Practice and Restrictive Trade Practice