



## ENGLISH VERSION

- Instructions :** (1) Write any four answers out of total eight questions.  
(2) All questions carry equal marks.  
(3) The marks of each question is mentioned on right side.

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|---|--|----------|
| 1 | What is market ? Explain types and nature of market.   | 17.5     |
| 2 | Write notes : (any three)<br>(a) Consumer<br>(b) Maximum Retail Price (MRP)<br>(c) Labelling<br>(d) Fair Price               | 17.5     |
| 3 | (a) What is consumer grievances and consumer complaints ?<br>(b) Explain consumer satisfaction and consumer dissatisfaction. | 8.5<br>9 |
| 4 | Explain corporate redress system and Public Redress system.  | 17.5     |
| 5 | Define terms as per CPA - 1986.<br>(1) Consumer<br>(2) Goods and Services<br>(3) Unfair Trade Practice                       | 17.5     |
| 6 | Explain Consumer Protection Act, 1986. Explain. Objective of CPA - 1986.   | 17.5     |
| 7 | What is adjudicator bodies ? Explain district forums and state commissions.  | 17.5     |
| 8 | Explain composition and power of National Commission.  | 17.5     |