

**COURSE – HR-02**  
**Consumer Practices and Procedure**  
**Section -A**

- Q.1 Consumer
- Q.2 Consumer Rights
- Q.3 Consumer Complainant
- Q.4 Consumer Duties
- Q.5 Beneficiary of the goods/services
- Q.6 cause of action
- Q.7 Territorial jurisdiction
- Q.8 Pecuniary jurisdiction
- Q.9 District Forum
- Q.10 Fundamental right
  
- Q.11 Dangerous Goods
  
- Q.12 Heir
  
- Q.13 Consideration
  
- Q.14 Commercial Purpose
  
- Q.15 Beneficiary of Services

Q.16 Warranty

Q.17 Hire

Q.18 Self-Employment

Q.19 Banking Service

Q.20 Medical Service

Q.21 Education

Q.22 Arbitrary

Q.23 Tribunal

Q.24 Restrictive trade practice

Q.25 Competitive Price

Q.26 Redressal

Q.27 Consumer education

Q.28 Fraudulent

Q.29 Evidence

Q.30 Dangerous Goods

## **Section –B**

- Q.1 Discuss the Complaints Relating to Matters Seized by company Law Board.
- Q.2 Discuss the manner for sending goods for laboratory analysis.
- Q.3 Discuss the status of interim order in Consumer protection.
- Q.4 Discuss the Consumer of Goods.
- Q.5 Discuss the Consumer of Services.
- Q.6 Discuss the Warranty of free service
- Q.7 What shall be the Subject matter of Complaint?
- Q.8 Unfair trade practice and False Representation.
- Q.9 Discuss the Banking Services under the Consumer Protection Act, 1986.
- Q.10 Discuss the Financial Services under the Consumer Protection Act, 1986.
- Q.11 Discuss the Insurance Services under the Consumer Protection Act, 1986.
- Q.12 Discuss the Transport Services under the Consumer Protection Act, 1986.
- Q.13 Discuss the Electricity Services under the Consumer Protection Act, 1986.
- Q.14 Discuss the Free medical service and Consumer Protection.
- Q.15 Discuss the jurisdiction of different Fora's under KOPRA.

- Q.16 Discuss the Powers of different Fora's under KOPRA.
- Q.17 Discuss the Measures for Implementation of Human Rights in India.
- Q.18 Discuss the Labours Human Rights in India.
- Q.19 Discuss the Human Rights recognized by the Indian Constitution.
- Q.20 Discuss the Right to Health and Medical Assistance in India.
- Q.21 Discuss the Writ petition against District Forum. .
- Q.22 Discuss the composition of State Commission.
- Q.23 Discuss the composition of National Commission.
- Q.24 Discuss the composition and powers of Central Consumer Protection Council.
- Q.25. Discuss the composition and powers of State Consumer Protection Council.
- Q.26. Discuss the composition and powers of District Consumer Protection Council.
- Q.27. Discuss the appeal provisions under Section 27 of Cr. P. C. 1973.
- Q. 28. Discuss the provisions of Composite Orders.

### Section -C

- Q.1 Discuss the Procedure to be followed to file complaint and procedure to be followed on admission of complaint.
- Q.2 Discuss who can be Legal Representative of consumer.
- Q.3 Discuss the 'Fora' available for complaint under Consumer Protection Act, 1986 .
- Q.4 Discuss the Role of Supreme Court and High Court to protect the Consumer Rights.
- Q.5 Discuss the Various rights of consumer in detail.
- Q.6 Discuss the Judicial trend regarding rights of the consumers.
- Q.7 Discuss the Consumer Protection Council in detail.
- Q.8 Discuss the rights of Consumer as provided by COPRA in detail.
- Q.9 Discuss the Consumer Protection under Allied laws.
- Q.10 Discuss the appeal and penal provisions under COPRA.
- Q.11 Discuss the Remedies available to consumer under various laws other then COPRA
- Q.12 Discuss the regulatory authorities constituted by Indian Government for Consumer protection.
- Q.13. Discuss the role of NGOs in Consumer Protection.
- Q.14 Discuss the administrative bodies available for protection of consumers.