

<b>Bharati Vidyapeeth</b>					
<b>(Deemed to be University), Pune</b>					
<b>School of Distance Education</b>					
<b>Assignment No.</b>	<b>1</b>	<b>Name of the Assignment Setter:</b>		<b>Prof. Deepti Sharma</b>	
<b>Course:</b>	<b>CBCS 2019</b>	<b>Class:</b>	<b>M.Com.</b>	<b>Semester:</b>	<b>II</b>
<b>Subject:</b>	<b><u>PGGEN 22: Consumer Protection</u></b>				

**Q1.** What is the meaning of Consumer? Explain the three dimensional concept of Consumer. (10)

**OR**

Write short notes on:

1. Rights of consumers
2. Consumer Education

**Q2.** Explain the working of three tier machinery for redressal. (10)

**OR**

Write short notes on:

1. Need of Consumer Protection Act
2. Methods of filing complaints