

# PRABHA IAS IPS COACHING ACADEMY



## **DAILY PRACTICE QUESTIONS (29/06/2026)**

Q1. "The Rajiv Gandhi administration marked a transition towards modernization and administrative reforms in India, despite facing several governance challenges." Discuss. (10 Marks, 150 Words)

Q2. Consumer protection is essential for inclusive economic growth in a market-driven economy. Discuss the evolution of the consumer protection framework in India and examine the challenges in ensuring effective consumer rights. Suggest measures to strengthen consumer protection. (15 Marks, 250 Words)

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Model Answer

## 1. Introduction

The Rajiv Gandhi administration (1984-1989) marked a shift towards technology-driven governance, decentralization and administrative modernization. His reforms aimed to improve efficiency, transparency and prepare India for the 21st century.

## Body

**Administrative Modernization:** Promoted computerization and information technology in government administration.

**Telecommunication Revolution:** Strengthened telecom infrastructure through C-DOT, laying the foundation for India's digital transformation.

**Decentralization:** Introduced the 64th Constitutional Amendment Bill to provide constitutional status to Panchayati Raj Institutions.

**Electoral Reforms:** Reduced the voting age from 21 to 18 years through the 61st Constitutional Amendment Act, 1988.

**Education:** Introduced the National Policy on Education, 1986 focusing on universal education, vocational education and technology.

**Administrative Efficiency:** Sought to reduce bureaucratic delays and improve citizen-centric governance.

**Challenges:** Bofors scandal, Punjab and Assam issues, Sri Lanka policy and political opposition affected governance and reform implementation.

## Conclusion

Despite political controversies, Rajiv Gandhi's administration laid the foundations for India's IT revolution, decentralization and modern governance. Many of his initiatives were implemented by subsequent governments and continue to shape public administration.

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## 2. Introduction

Consumer protection safeguards consumers against unfair trade practices, unsafe goods and deficient services. With rapid growth of e-commerce and digital markets, a robust regulatory framework has become indispensable.

### Evolution

The Consumer Protection Act, 1986 established consumer forums. The Consumer Protection Act, 2019 modernised the framework by creating the Central Consumer Protection Authority (CCPA), introducing product liability, mediation, and regulating e-commerce and misleading advertisements.

### Challenges

- Low consumer awareness.
- Delay in dispute resolution.
- Growth of deceptive online platforms and dark patterns.
- Cross-border e-commerce issues.
- Misleading advertisements and influencer marketing.
- Data privacy and digital fraud.
- Limited enforcement capacity in some States.

### Measures

- Strengthen consumer commissions with adequate manpower and digital infrastructure.
- Enhance awareness through consumer education.
- Strict enforcement against unfair trade practices.
- Improve regulation of e-commerce platforms and grievance redress.

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- Promote alternative dispute resolution through mediation.
- Better coordination among CCPA, sectoral regulators and state authorities.
- Encourage ethical business practices and transparent disclosures.

## Conclusion

Consumer protection is a cornerstone of good governance and market efficiency. A technology-enabled, consumer-centric regulatory ecosystem balancing innovation with accountability will ensure trust, fair competition and sustainable economic development.

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