

(7 pages)

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Code No. : 7538

Sub. Code : ZKCE 31

M.Com. (CBCS) DEGREE EXAMINATION,
APRIL 2023

Third Semester
Commerce

Elective : CONSUMER RIGHTS AND EDUCATION

(For those who joined in July 2021 onwards)

Time : Three hours

Maximum : 75 marks

PART A — (10 × 1 = 10 marks)

Answer ALL questions.

Choose the correct answer :

1. The consumer movement is _____
 - (a) A social movement that is able to challenge big business practices
 - (b) Against foreign imports that are much cheaper than products produced in the home market
 - (c) A movement that is trying to improve consumer satisfaction
 - (d) A diverse group of individuals, groups and organizations attempting to protect the rights of consumers

2. Which of the following holds true for complaints filed by a consumer?
 - (a) Consumer need a civil lawyer to file the complaint
 - (b) There are no documents required while filing a complaint
 - (c) Court fee is charged for the complaint for cases under 5 Lakhs
 - (d) None of the above
3. Which of the following rights is not included under Consumer Protection Act of 1986?
 - (a) Right to safety
 - (b) Right to information
 - (c) Right to speech
 - (d) Right to be heard
4. Which of the following is not a right of consumers?
 - (a) Right to safety
 - (b) Right to be informed
 - (c) Right to choose
 - (d) Right to constitutional remedies

Page 2

Code No. : 7538

5. Which one of the following statement is Correct regarding Act Number under which The consumer protection Act 2019 is framed?
 - (a) Act no 22
 - (b) Act no 33
 - (c) Act no 35
 - (d) Act no 12
6. President gave assent for the enactment of Consumer protection Act 2019 on?
 - (a) 9th August 2019
 - (b) 9th October 2019
 - (c) 7th September 2019
 - (d) 7th November 2019
7. Which of the following is not an organization working for consumer protection?
 - (a) Consumer voice
 - (b) Consumer forum
 - (c) The bureau of Indian standard
 - (d) Consumer utility and trust society

8. Under the PFA Act, when is the food said to be adulterated
 - (a) if any ingredient is injurious to health
 - (b) if it is obtained from a diseased animal
 - (c) if spices are sold without their essence
 - (d) all of these
9. What is Consumer Awareness?
 - (a) Consumer awareness is about making the consumer aware of his/her rights. It is a marketing term which means that consumers are aware of products or services, its characteristics and the other marketing P's
 - (b) A tent that's used to define the principals of a budget
 - (c) A term considering the characteristic of another person
 - (d) A method to buy a car to be able to lease and not pay with a card
10. What is consumer education?
 - (a) A right that protects the consumer from malicious acts from large companies that sell products and services
 - (b) Right to healthy environment
 - (c) Right to be heard and educated
 - (d) Right to redress

Page 3

Code No. : 7538

Page 4

Code No. : 7538
[P.T.O.]

PART B — (5 × 5 = 25 marks)

Answer ALL questions, choosing either (a) or (b) not exceeding 250 words.

11. (a) What is Consumerism? Explain its causes.

Or

- (b) What are the factors that should be stimulated to the consumer movement?

12. (a) What do you mean by consumers? Discuss their rights.

Or

- (b) What do you mean by Unfair Trade Practices under Consumer Protection Act?

13. (a) Explain the instances of consumer exploitations.

Or

- (b) What are the reliefs available to consumers? Explain.

Page 5 Code No. : 7538

14. (a) Explain the important of consumer organization.

Or

- (b) What types of advertisements are exempted under Drug and Magic Remedies Act?

15. (a) Briefly explain the role of students in consumer awareness.

Or

- (b) "Causes of consumer exploitation due to lack of awareness" — Explain.

PART C — (5 × 8 = 40 marks)

Answer ALL questions, choosing either (a) or (b) not exceeding 600 words.

16. (a) Describe the negative and positive impacts of consumerism in our environment.

Or

- (b) Define the term consumer and explain its types.

17. (a) Discuss the step-by-step procedure to file Public Interest Litigation.

Or

- (b) What are the exceptions to Caveat Emptor?

Page 6 Code No. : 7538

18. (a) What are the types of consumer disputes redressal agencies provided under the Consumer Protection Act, 2019 Explain their composition and powers?

Or

- (b) How can you file a complaint as a consumer? Explain its process.

19. (a) What are the various types of Consumer Protection Council? Describe its powers and duties.

Or

- (b) List out some voluntary consumer organizations and explain its role in consumer protection.

20. (a) What are the guidelines to be followed for effective consumer protection in e-commerce?

Or

- (b) What should be the role of media for consumer protection and welfare against various exploiting elements?

Page 7 Code No. : 7538