

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

Third Semester

Commerce – Elective

CONSUMER RIGHTS AND EDUCATION

(For those who joined in July 2021-2023)

Time : Three hours

Maximum : 75 marks

PART A — (10 × 1 = 10 marks)

Answer ALL questions.

Choose the correct answer.

1. Organised movement by government agencies and citizens towards betterment of buyers as compared to sellers is classified as
  - (a) Consumerism
  - (b) Seller's extrovert sellers
  - (c) Environmentalism
  - (d) Seller introvert seller

2. Which of the following statements are true about consumer movement?
  - (a) The consumer movement arose out of dissatisfaction of the consumers as many unfair practices were being indulged in by the sellers
  - (b) There was no legal system available to consumers to protect them from exploitation in the marketplace
  - (c) This has also shifted the responsibility of ensuring the quality of goods and services on the buyers
  - (d) Only (a) and (b)

3. Consumers have the \_\_\_\_\_ against unfair trade practices and exploitation.
  - (a) Right to reject
  - (b) Right to information
  - (c) Right to choose
  - (d) Right to seek redressal

4. What was the name given to the agency at the global level for the protection of consumer rights?
  - (a) Consumer court of justice
  - (b) Internal consumer forum
  - (c) Consumer commission
  - (d) Consumers international

5. In which year of Republic of India, did Consumer protection Act 2019 was enacted by parliament?
  - (a) Sixty Ninth
  - (b) Seventy First
  - (c) Seventieth
  - (d) Sixty Eighth

6. Consumer is defined under clause number?
  - (a) Clause 7 of section 3
  - (b) Clause 6 of section 3
  - (c) Clause 7 of section 2
  - (d) Clause 6 of section 3

7. If a consumer demands compensation of Rs.89 lakh, then the case will be wired under the Consumer Protection Act
  - (a) District Consumer Grievance Redressal Forum
  - (b) State Consumer Litigation Redressal Commission
  - (c) National Consumer Disputes Redressal Commission
  - (d) Supreme Court

8. The provisions of \_\_\_\_\_ Act are applicable in case of those goods which are sold or distributed by weight, measure or number.
  - (a) Prevention of Food Adulteration
  - (b) Standards of Weights and Measures
  - (c) Trade Marks
  - (d) Competition

9. Which of these makes manufacturers create more awareness to consumers?
  - (a) Type of product
  - (b) Market competition
  - (c) Warehouse location
  - (d) Transportation of the products

10. To protect themselves what do consumers need?
  - (a) Consumer Forums
  - (b) Consumer Protection Councils
  - (c) Consumer movement
  - (d) Consumer awareness



PART B — (5 × 5 = 25 marks)

Answer ALL questions, choosing either (a) or (b).

Each answer should not exceed 250 words.

11. (a) What are the negative effects of consumerism?

Or

- (b) Explain the various types of consumers.

12. (a) Explain exception to Caveat Emptor.

Or

- (b) What are the documents to be required for filing Public Interest Litigation in India?

13. (a) State the main features of Consumer Protection Act, 2019.

Or

- (b) Differentiate the consumer protection act 2019 from 1986?

14. (a) What are the objects of the Central Council to promote and protective rights of consumer?

Or

- (b) Discuss the powers of Inspector under the provisions of the standard of weights and measures Act, 1976.

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15. (a) How can you build the customer awareness in buying the product?

Or

- (b) What is your current plan to create consumer awareness in the world?

PART C — (5 × 8 = 40 marks)

Answer ALL questions, choosing either (a) or (b).

Each answer should not exceed 600 words.

16. (a) What are the various problems faced by the consumers? – Explain.

Or

- (b) State the necessity of green consumerism in various aspects?

17. (a) Explain the consumer powers, rights and responsibilities.

Or

- (b) What are the issues that cannot be filed under PIL?

18. (a) Discuss the complaints process in OMBUDSMAN.

Or

- (b) Write short note on

- (i) Main provisions to consumer protection Act 2019

- (ii) Powers and functions of redressal forums

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19. (a) List out the advantages and disadvantages of the following:

- (i) Prevention of food adulteration Act  
(ii) Standards of weights and measures Act  
(iii) Drugs and magic remedies Act

Or

- (b) Write short notes on

- (i) consumer pressure groups,  
(ii) voluntary consumer organizations and  
(iii) remedy and redressal of grievances.

20. (a) What is consumer awareness? How can you create the awareness and education about the consumer grievances?

Or

- (b) Discuss the role of a consumer in promoting the consumer awareness and education in India.

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