

(6 pages)

Reg. No. :

Code No. : 32092 E Sub. Code : CNCO 32/
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U.G. (CBCS) DEGREE EXAMINATION, APRIL 2023

Third Semester

Commerce/Honours

Non Major Elective — CONSUMER PROTECTION

(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. Rights of consumer are protected under Consumer Protection Act
(a) 1986 (b) 1990
(c) 1982 (d) 1976
2. The consumer has the right to get compensation against unfair trade practices under right to
(a) Choose (b) Seek redressal
(c) Safety (d) Informed

7. In which forum is it compulsory to have a female member
(a) National commission
(b) State commission
(c) District commission
(d) All of the above
8. _____ is the standardised mark on jewellery.
(a) ISI (b) FPO
(c) Hall mark (d) CERC
9. _____ are made to hear complaints of the value less than 5 lakhs.
(a) Consumer forum at district level
(b) State commission
(c) National commission
(d) None of the above
10. Which of the following is not organisation working for consumer protection?
(a) consumer voice
(b) consumer forum
(c) the bureau of Indian standard
(d) consumer utility and trust society

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3. Which one of the following are the ways and means of consumer protection?
(a) self-regulation by the business
(b) business associations
(c) government
(d) all of the above
4. Within how many days does the opposite party have to answer after they are informed about the complaint?
(a) 30 (b) 5
(c) 20 (d) 15
5. The maximum age for a state commission member should be
(a) 60 (b) 35
(c) 70 (d) 67
6. Which of the following forum can re-appoint the same person as its member?
(a) National commission
(b) State commission
(c) District commission
(d) None of the above

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PART B — (5 × 5 = 25 marks)

Answer ALL questions choosing either (a) or (b).
Each answer should not exceed 250 words.

11. (a) Write a short note on consumer protection Act.
Or
(b) What is consumerism?
12. (a) What do you mean by spurious goods?
Or
(b) What information do labels give to the consumer?
13. (a) Describe about right to safety in consumer rights.
Or
(b) Describe about main aim of consumer education.
14. (a) State about consumer protection Act 2003.
Or
(b) What are the objectives of consumer protection Act?

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[P.T.O.]

15. (a) How is consumer court formed?

Or

(b) Describe the procedure of filing complaints in consumer court.

PART C — (5 × 8 = 40 marks)

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

Each answer should not exceed 600 words.

16. (a) Describe the evolution and growth of consumers.

Or

(b) Who are consumers? How to deal with them?

17. (a) Write a short note on :

(i) Duplication

(ii) Artificial demand

(iii) Warranty and service.

Or

(b) Why are consumers exploited?

18. (a) What are the rights of consumers?

Or

(b) State the responsibilities of consumers.

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19. (a) How to protect consumers in legal measure?

Or

(b) Brief note on redressal forum.

20. (a) What are consumer related cases?

Or

(b) Explain why consumer protection is necessary?

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