

U.G. (CBCS) DEGREE EXAMINATION,
NOVEMBER 2023.

Third Semester

Commerce/Honours

Non Major Elective — CONSUMER PROTECTION

(For those who joined in July 2021–2022)

Time : Three hours Maximum : 75 marks

PART A — (10 × 1 = 10 marks)

Answer ALL questions.

Choose the correct answer :

1. Consumer protection Act is significant to?
 - (a) All goods and services
 - (b) Immovable goods
 - (c) Movable goods
 - (d) Selected all goods and services

2. Which one of the following ways and means of consumer protection?
 - (a) Self-regulation by the business
 - (b) Business associations
 - (c) Government
 - (d) All of the above
3. Central authority may prohibit the endorser of a false or misleading advertisement on every subsequent contravention for a period which may extend to?
 - (a) one year
 - (b) six months
 - (c) two years
 - (d) three years
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. Under consumer protections Act, the minimum age of forum member of a district forum should be?
 - (a) 30
 - (b) 40
 - (c) 35
 - (d) 65

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6. 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. 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
8. _____ is the standardized mark on jewellery.
 - (a) ISI
 - (b) FPO
 - (c) Hall mark
 - (d) CERC
9. Under the consumer protection Act, the rights of a consumer do not include to be?
 - (a) Safety
 - (b) Choose
 - (c) Presented
 - (d) Informed
10. The maximum age of national commission member should be
 - (a) 60
 - (b) 35
 - (c) 70
 - (d) 65

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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 are the objectives of consumerism?
12. (a) How are consumers exploited?
Or
(b) What information do labels give to the consumer?
13. (a) What are the negative effects of consumerism?
Or
(b) Describe about right to safety in consumer rights.
14. (a) What is the need of the consumer protection in India?
Or
(b) Write a short note on adulteration.
15. (a) State the role of state level form.
Or
(b) Is consumer case a civil case, explain.

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PART C — (5 × 8 = 40 marks)

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

Each answer should not exceed 600 words.

16. (a) Explain the impact of green consumerism.
Or
(b) What are the types of consumer?
17. (a) What are the perception of consumers after sales services?
Or
(b) Write a short note on :
(i) Duplication
(ii) Artificial demand
(iii) Warranty and services.
18. (a) What are the merits of consumer education?
Or
(b) What are the rights of consumers?
19. (a) What are the special features of consumer protection Act?
Or
(b) How to protection consumers in legal measure?

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20. (a) How complaints can be filed in forum?

Or

- (b) Explain briefly about the top 10 consumer complaints.

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