

(6 pages)

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U.G. (CBCS) DEGREE EXAMINATION,
NOVEMBER 2022.

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. Consumer protection Act is significant to?

- (a) All goods and services
- (b) Immovable goods
- (c) Movable goods
- (d) Selected all goods any services

6. 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

7. Under the consumer protection Act, the rights of a consumer do not include to be?

- (a) safety (b) choose
- (c) presented (d) informed

8. When the seller manipulates the price, it is known as _____.

- (a) Caveat emptor
- (b) Unfair trade practices
- (c) Restricted trade practices
- (d) None of the above

9. Under this 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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2. How many rights does a consumer have under the consumer protection Act?

- (a) 6 (b) 3
- (c) 5 (d) 8

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. Provisions of which of the following will apply relating to search and secure under consumer protection Act, 2019?

- (a) Code of criminal procedure, 1973
- (b) Indian penal code, 1860
- (c) Consumer protection act, 1986
- (d) None of the above

5. Every document record or article seized under consumer protection Act should be returned within?

- (a) 1 week (b) 1 month
- (c) 20 days (d) 10 days

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10. The consumer has the right to get compensation against unfair trade practices under right to

- (a) Choose (b) Seek redressal
- (c) Safety (d) Informed

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) What are the objectives of consumerism?

12. (a) How are consumers exploited?

Or

(b) Write a short note on adulteration.

13. (a) Describe the meaning of consumer rights.

Or

(b) Why do consumers have the right to be heard?

14. (a) What is the need of the consumer protection in India?

Or

(b) State the role of state level forum.

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[P.T.O.]

15. (a) What are consumer cases?

Or

(b) Is consumer case a civil case, explain.

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 consumers?

17. (a) What are the types of advertisements?

Or

(b) What are the perception of consumers after sales services?

18. (a) What are the merits of consumer education?

Or

(b) How consumers are impacted by consumer awareness?

19. (a) What are the special features of consumer protection Act?

Or

(b) Why consumer protection is necessary?

20. (a) Explain briefly about the top 10 consumer complaints.

Or

(b) Explain the procedure for filing complaints in consumer court.
