

(7 pages)

Reg. No. :

Code No. : 12061 E Sub. Code : CNCO 32/
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U.G. (CBCS) DEGREE EXAMINATION,
APRIL 2025.

Third Semester

Commerce/Honours — Non-Major Elective

CONSUMER PROTECTION

(For those who joined in July 2021–2023 only)

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. When did the modern consumer movement start
 - (a) 18th century
 - (b) 19th century
 - (c) early 20th century
 - (d) mid-20th century
3. Consumer exploitation means —————
 - (a) providing quality goods and services to consumers
 - (b) treating consumers unfairly for profit
 - (c) giving discounts to consumers
 - (d) promoting consumer rights
4. Spurious goods refer to —————
 - (a) genuine branded products
 - (b) duplicate or face goods
 - (c) adulterated goods
 - (d) overpriced goods

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

- (a) choose
- (b) seek redressal
- (c) safety
- (d) informal

6. Consumer responsibility involves _____

- (a) only enjoying consumer right without any duties
- (b) filing complaint against every business
- (c) being aware of product quality and usage
- (d) ignoring warnings on product labels.

7. Disputes of _____ amount are settled at the level of district forum?

- (a) upto rupees ten lakh
- (b) upto rupees thirty lakh
- (c) upto rupees fifty lakh
- (d) upto rupees twenty lakh

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8. The programme "Aapen Adhikar" with reference to consumer protection is broadcasted by _____

- (a) All India Radio
- (b) Doordarshan
- (c) Advertising Agency
- (d) All of these

9. Consumer organization are making efforts to _____

- (a) Stabilize
- (b) Decrease
- (c) Increase
- (d) None of the above

10. Within _____ days does the opposite party have to answer after they are informed about the complaint.

- | | |
|--------|--------|
| (a) 30 | (b) 5 |
| (c) 20 | (d) 15 |

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[P.T.O.]

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 merits and demerits of consumerism?

Or

- (b) Discuss the main categories of goods.

12. (a) What are spurious goods? Give examples.

Or

- (b) How are consumer's exploited?

13. (a) How do the rights of consumer differ from the duties of consumer?

Or

- (b) Describe the main aim of consumer education.

14. (a) Define the term consumer protection.

Or

- (b) How to protect consumers through legal measures?

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15. (a) What are the types of cases in a consumer court?

Or

- (b) What are the items included in filing a consumer complaint in India?

PART C — (5 × 8 = 40 marks)

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

Each answer should not exceed 600 words.

16. (a) Who are consumers? What are the types of consumers?

Or

- (b) Explain the evolution of consumer movement in India.

17. (a) Critically analyze the different financial frauds to exploit the consumers in the modern business world.

Or

- (b) Enumerate some of the ways of consumer exploitation.

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18. (a) What is the right to redressal? Explain the features of the consumer redressal mechanism.

Or

- (b) State the responsibilities of a consumer.

19. (a) Draw and explain the three tier redressal system in India.

Or

- (b) Explain why consumer protection is necessary.

20. (a) What should a complaint contain? Explain.

Or

- (b) What are consumer related cases?