

Reg. No. :

Code No. : 12439 E Sub. Code : CAEC 11

B.A. (CBCS) DEGREE EXAMINATION,
NOVEMBER 2021.

First Semester

Economics – Allied

CONSUMER RIGHTS AND AWARENESS

(For those who joined in July 2021 onwards)

Time : Three hours

Maximum : 75 marks

PART A — ($10 \times 1 = 10$ marks)

Answer ALL questions.

Choose the correct answer :

1. _____ is a person who buys goods and services.
(a) Consumer (b) Producer
(c) Seller (d) Manufactures.

2. A consumer's right against unfair trade practices is the _____
- (a) right to fight.
 - (b) right to seek redressal
 - (c) right to be informed.
 - (d) right to choose.
3. _____ is a situation in which a consumer is cheated or given false information by the producer.
- (a) consumer exploitation
 - (b) consumer fraud
 - (c) overpricing
 - (d) adulteration
4. RTI stands for
- (a) Retail Trade Information
 - (b) Right to Information.
 - (c) Remedy to information
 - (d) Right to Insurance
5. The Consumer Protection Bill was passed in the year _____
- (a) 1986
 - (b) 1987
 - (c) 1963
 - (d) 1976

6. Consumer Protection Act was popularly known as

- (a) OPRA
- (b) CPROA
- (c) ROACP
- (d) COPRA

7. The function of the District Consumer Court is

- (a) Produce the Right to information
- (b) Certification of edible oil and cereals
- (c) Develop standards for goods and services
- (d) Dealing with consumer cases

8. Time limit for filing an appeal in consumer forum is within _____ days

- (a) 15
- (b) 10
- (c) 30
- (d) 5.

9. IOCU was founded in the year

- (a) 1960
- (b) 1956
- (c) 1972
- (d) 1947

10. To protect themselves what do consumers need

- (a) Consumer Forums
- (b) Consumer Protection Councils
- (c) Consumer movement
- (d) Consumer awareness

PART B — ($5 \times 5 = 25$ marks)

Answer ALL Questions, choosing either (a) Or (b).

Each answer should not exceed 250 words.

11. (a) Explain the origin of consumerism.

Or

(b) Who is a complainant?

12. (a) Write a short note on high prices of products.

Or

(b) What is sub-standard quality?

13. (a) State the need for consumer protection act.

Or

(b) List the objectives of consumer protection act.

14. (a) Write a note on consumer court.

Or

(b) Mention the role of state commission on consumer disputes.

15. (a) What are the requirements of consumer organization?

Or

(b) What are the benefits of consumer organization?

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 growth of consumerism in India.

Or

(b) Explain the restrictive trade practices in a business.

17. (a) Describe in detail the various consumer rights.

Or

(b) Explain the poor after sales service with example.

18. (a) Explain the amendments in consumer protection act.

Or

- (b) Discuss the legal measures of consumer protection act.

19. (a) Discuss about the National Consumer Disputes Redressal Commission (NCDRC).

Or

- (b) Explain the penalties under the consumer protection act.

20. (a) Write about IOCU in detail.

Or

- (b) Write about FEDCOT.
-