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M.Com. (CBCS) DEGREE EXAMINATION,
NOVEMBER 2023.

Third Semester

Commerce – Elective

CONSUMER RIGHTS AND EDUCATION

(For those who joined in July 2021-2023)

Time : Three hours

Maximum : 75 marks

PART A — (10 × 1 = 10 marks)

Answer ALL questions.

Choose the correct answer.

1. Organised movement by government agencies and citizens towards betterment of buyers as compared to sellers is classified as
- (a) Consumerism
 - (b) Seller's extrovert sellers
 - (c) Environmentalism
 - (d) Seller introvert seller

2. Which of the following statements are true about consumer movement?

- (a) The consumer movement arose out of dissatisfaction of the consumers as many unfair practices were being indulged in by the sellers
- (b) There was no legal system available to consumers to protect them from exploitation in the marketplace
- (c) This has also shifted the responsibility of ensuring the quality of goods and services on the buyers
- (d) Only (a) and (b)

3. Consumers have the _____ against unfair trade practices and exploitation.

- (a) Right to reject
- (b) Right to information
- (c) Right to choose
- (d) Right to seek redressal

4. What was the name given to the agency at the global level for the protection of consumer rights?

- (a) Consumer court of justice
- (b) Internal consumer forum
- (c) Consumer commission
- (d) Consumers international

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5. In which year of Republic of India, did Consumer protection Act 2019 was enacted by parliament?

- (a) Sixty Ninth (b) Seventy First
- (c) Seventieth (d) Sixty Eighth

6. Consumer is defined under clause number?

- (a) Clause 7 of section 3
- (b) Clause 6 of section 3
- (c) Clause 7 of section 2
- (d) Clause 6 of section 3

7. If a consumer demands compensation of Rs.89 lakh, then the case will be wired under the Consumer Protection Act

- (a) District Consumer Grievance Redressal Forum
- (b) State Consumer Litigation Redressal Commission
- (c) National Consumer Disputes Redressal Commission
- (d) Supreme Court

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8. The provisions of ————— Act are applicable in case of those goods which are sold or distributed by weight, measure or number.

- (a) Prevention of Food Adulteration
- (b) Standards of Weights and Measures
- (c) Trade Marks
- (d) Competition

9. Which of these makes manufacturers create more awareness to consumers?

- (a) Type of product
- (b) Market competition
- (c) Warehouse location
- (d) Transportation of the products

10. To protect themselves what do consumers need?

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

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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 negative effects of consumerism?

Or

- (b) Explain the various types of consumers.

12. (a) Explain exception to Caveat Emptor.

Or

- (b) What are the documents to be required for filing Public Interest Litigation in India?

13. (a) State the main features of Consumer Protection Act, 2019.

Or

- (b) Differentiate the consumer protection act 2019 from 1986?

14. (a) What are the objects of the Central Council to promote and protective rights of consumer?

Or

- (b) Discuss the powers of Inspector under the provisions of the standard of weights and measures Act, 1976.

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15. (a) How can you build the customer awareness in buying the product?

Or

- (b) What is your current plan to create consumer awareness in the world?

PART C — (5 × 8 = 40 marks)

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

Each answer should not exceed 600 words.

16. (a) What are the various problems faced by the consumers? –Explain.

Or

- (b) State the necessity of green consumerism in various aspects?

17. (a) Explain the consumer powers, rights and responsibilities.

Or

- (b) What are the issues that cannot be filed under PIL?

18. (a) Discuss the complaints process in OMBUDSMAN.

Or

- (b) Write short note on

- (i) Main provisions to consumer protection Act 2019

- (ii) Powers and functions of redressal forums

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19. (a) List out the advantages and disadvantages of the following:

- (i) Prevention of food adulteration Act
- (ii) Standards of weights and measures Act
- (iii) Drugs and magic remedies Act

Or

(b) Write short notes on

- (i) consumer pressure groups,
- (ii) voluntary consumer organizations and
- (iii) remedy and redressal of grievances.

20. (a) What is consumer awareness? How can you create the awareness and education about the consumer grievances?

Or

(b) Discuss the role of a consumer in promoting the consumer awareness and education in India.

