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Reg. No. :

Code No. : 5538

Sub. Code : ZKCE 31

M.Com. (CBCS) DEGREE EXAMINATION,
NOVEMBER 2022.

Third Semester

Commerce

Elective — CONSUMER RIGHTS AND EDUCATION

(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. Many environmentally friendly products such as organic foods and green cleaning supplies were created in response to
 - (a) Government legislation
 - (b) Consumer demand
 - (c) Both (a) and (b)
 - (d) Neither (a) nor (b)

2. Your choice as a consumer can affect
 - (a) The jobs people have
 - (b) The environment
 - (c) Economic growth
 - (d) All of the above
3. Consumer 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. Which of the following is not a right of consumers?
 - (a) Right to safety
 - (b) Right to be informed
 - (c) Right to choose
 - (d) right to constitutional remedies
5. When was consumer protection Act passed in India?

(a) 1968	(b) 1986
(c) 1984	(d) 1976

6. A three tier quasi judicial machinery was setup at the _____, _____ and _____ levels for redressal of consumer disputes.

- (a) District, state, national
- (b) Village, district, state
- (c) Village, municipality, state
- (d) National, district, municipality

7. This is an adulterant

- (a) Pesticides (b) Urea
- (c) Iron filings in tea (d) All of the above

8. The term added substance - refers to the goal of affecting the nature and quality of food

- (a) food poison (b) food adulterant
- (c) food material (d) food containment

9. Hall Mark is used as a logo for which one of the following

- (a) Agricultural products
- (b) Jewellery
- (c) Electrical goods
- (d) Electronic goods

10. The best means of mass communication with customer usually through paid public media is known as

- (a) Sales promotion (b) Public relation
- (c) Advertising (d) Brand building

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 effects of consumerism?

Or

(b) How consumers are protected in the cyber world?

12. (a) What caused a caveat emptor to caveat venditor?

Or

(b) Discuss the benefits of public interest litigation.

13. (a) Write a note on Ombudsman.

Or

(b) Explain the powers and functions of national forum.

14. (a) What are the objectives of weights and measures Act 1976?

Or

- (b) Enumerate the importance of consumer protection council.

15. (a) What are the steps to be followed to increase the consumer awareness?

Or

- (b) How does e-commerce affect consumers?

PART C — (5 × 8 = 40 marks)

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

Each answer should not exceed 600 words.

16. (a) Discuss the factors which influence consumers for green buying.

Or

- (b) Explain the features of consumerism.

17. (a) What are the consumer rights? Explain in detail.

Or

- (b) State the types of unfair trade practices.

18. (a) How many levels of consumer dispute redressal commission are there? Explain.

Or

- (b) What kind of cases can be filled in district consumer commission?

19. (a) How do pressure groups influence consumers?

Or

- (b) Explain the causes of food adulteration.

20. (a) How can you improve awareness and demand around new products?

Or

- (b) Who regulate e-commerce in India? What are the regulations governing e-commerce?