

**2023/TDC(CBCS)/EVEN/SEM/
COMDSE-601T/602T/415**

TDC (CBCS) Odd Semester Exam., 2023

COMMERCE

(6th Semester)

Course No. : COMDSE-601T/602T

(Consumer Affairs and Customer Care)

Full Marks : 70

Pass Marks : 28

Time : 3 hours

*The figures in the margin indicate full marks
for the questions*

SECTION—A

Answer any *twenty* of the following as directed :

1×20=20

- 1. Define consumer.**
- 2. Explain the term 'MRP'.**
- 3. Write one limitation of the Consumer Protection Act, 1986.**

4. Write one salient feature of the Consumer Protection Act, 1986.
5. Who can file a complaint as per the Consumer Protection Act, 1986?
6. There is a three-tier grievance redressal machinery under the Consumer Protection Act, 1986.
(Write True or False)
7. Labelling is a giving and fixing the name of the product.
(Write True or False)
8. The Consumer Protection Act, 1986 aims to provide better allround protection to consumer.
(Write True or False)
9. Define 'goods' as per the Consumer Protection Act, 1986.
10. Define 'service' as per the Consumer Protection Act, 1986.
11. As per the Consumer Protection Act, 1986 within which time frame the dispute of the consumer is to be disposed off?

12. Name one ground under which consumer may lodge complaint under the act.
13. What is the meaning of ombudsman?
14. Mention one major objective of ombudsman's institution.
15. What is temporary injunction?
16. List two examples of misleading advertisement.
17. For telephone-related complain, one should visit Mahanagar Telephone Nigam Limited.
(Write True or False)
18. Write the full form of ASCI.
19. Which sector is more prone to consumer issues and disputes?
 - (a) Insurance
 - (b) Consumer durables
 - (c) Telecom services(Choose the correct answer)
20. Write the full form of IRDAI.

21. Write one objective of hallmarking.
22. What is Agmark?
23. Write one challenge before consumer activist.
24. What is adulteration?
25. In ancient period, consumer was the 'king'.

(Write True or False)

SECTION—B

Answer any *five* of the following questions : $2 \times 5 = 10$

26. What is the National Commission?
27. What kind of cases can be filed in the State Commission?
28. Write the composition of District Forum.
29. What is the term of office of District Forum?
30. Write two grounds for temporary injunctions.
31. What are unfair trade practices?
32. What do you mean by regulatory authority?

33. List out the sectors which have been regulated by authorities.
34. Explain the term 'consumerism'.
35. Write two objectives of consumer movement.

SECTION—C

Answer any *five* of the following questions : $8 \times 5 = 40$

36. Describe the redress machinery for consumer disputes given in the Consumer Protection Act, 1986.
37. Explain the prescribed procedure adopted by District Forum under the Consumer Protection Act, 1986.
38. Examine the basic rights of consumer under the Consumer Protection Act, 1986.
39. Discuss the various features of the Consumer Protection Act, 1986.
40. List out the various unfair trade practices adopted by business houses.
41. Write the various penalties of medical negligence under the act.

42. Discuss the complaints pertaining to deficiency in banking services.
43. Discuss the objectives of regulatory authority.
44. State in brief the importance of consumer sovereignty.
45. Write a detailed note on National Consumer Helpline (NCH).
