

**2023/TDC(CBCS)/EVEN/SEM/
COMDSE-602T(A/B/C/D)/410**

TDC (CBCS) Even Semester Exam., 2023

COMMERCE

(6th Semester)

Course No. : COMDSE-602T

Full Marks : 70

Pass Marks : 28

Time : 3 hours

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

Candidates have to answer questions *either* from
Option—A or Option—B or Option—C
or Option—D

OPTION—A

Course No. : COMDSE-602T (A)

(Consumer Protection)

SECTION—A

Answer any *twenty* of the following questions :

1×20=20

1. Who is a consumer?
2. What is consumer market?

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3. What is retail price?
4. What is labelling?
5. Define fair price.
6. In which year was the Consumer Protection Act passed?
7. Define goods under the Consumer Protection Act.
8. What do you mean by restrictive trade practice?
9. Mention one basic consumer right.
10. What is unfair trade practice?
11. What do you mean by grievance?
12. What is temporary injunction?
13. What is appeal?
14. What is meant by penalties?

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(3)

15. What is frivolous complaint?
16. What is banking?
17. Write the full form of IRDA.
18. What is advertising?
19. What is insurance?
20. Write the full form of TRAI.
21. What is Citizen's Charter?
22. What is consumer protection?
23. What is hallmarking?
24. Define product testing.
25. Mention one mandatory standard under the Consumer Protection Act.

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(Turn Over)

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SECTION—B

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

26. Give two points of distinction between labelling and packaging.
27. Mention two measures under the external complaint handling.
28. Write two distinctions between goods and services.
29. State two powers of Consumer Protection Councils.
30. Discuss two steps for filing of a complaint for protection of consumer rights.
31. Mention two types of unfair trade practices.
32. Write down the two functions of banking ombudsman.
33. State two important powers of the Electricity Regulatory Commission.
34. Discuss the role of consumer organization in protecting consumer rights.
35. State the functions of ISO.

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SECTION—C

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

36. Discuss the alternatives available to dissatisfied consumers under the Consumer Protection Act.
37. Explain the corporate redress systems in the Consumer Protection Act.
38. Discuss the powers of Consumer Protection Council.
39. Explain the role of the Supreme Court under the Consumer Protection Act.
40. Discuss the rules of hearing of a complaint under the Consumer Protection Act.
41. Explain the measures adopted for unfair trade protection under the Consumer Protection Act.
42. Discuss the functions of IRDA.
43. Explain the rules of advertising under the ASCI.
44. Explain the recent developments in consumer protection in India.
45. Discuss the voluntary standards required to be observed by organization under the Consumer Protection Act.

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