

Enrollment No: _____

Exam Seat No: _____

C.U. SHAH UNIVERSITY

Winter Examination-2018

Subject Name: Consumer Protection-I

Subject Code: 4CO05CPR1

Branch: B.Com (English)

Semester: 5

Date: 03/12/2018

Time: 10.30 To 01.30

Marks: 70

Instructions:

- (1) Use of Programmable calculator & any other electronic instrument is prohibited.
 - (2) Instructions written on main answer book are strictly to be obeyed.
 - (3) Draw neat diagrams and figures (if necessary) at right places.
 - (4) Assume suitable data if needed.
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Q-1	Attempt the following questions:	(14)
	a) Give full form of GST.	01
	b) Give one example of retail market.	01
	c) Who is retail consumer?	01
	d) When consumer protection act was implemented?	01
	e) What is the minimum age require for women in national council?	01
	f) The laboratory approved by central government means.....	01
	g) Good or services which are claim to be real but in reality it is unreal- Give the name of that goods.	01
	h) Complain resolved by jurisdiction means.....	01
	i) What are the maximum amount to be claimed in District jurisdiction office?	01
	j) What are the maximum amount to be claimed in state commission?	01
	k) What are the maximum amount to be claimed in national commission?	01
	l) Is there any retirement age for member of a district forum?	01
	m) How many schedule are appended to consumer protection act?	01
	n) Give full form of CPA.	01

Attempt any four questions from Q-2 to Q-8

Q-2	Attempt all questions	(14)
	Explain benefit and drawback of MRP.	07
	Discuss objectives of consumer protection.	07
Q-3	Attempt all questions	(14)
	Discuss the factors affected to customer satisfaction.	07
	Write Note: fair price	07
Q-4	Attempt all questions	(14)
1	Explain reason of customer complain.	07
2	Explain a way to deal with dissatisfy customer.	07



Q-5	Attempt all questions	(14)
1	Explain unfair trade practice with example.	07
2	Explain difference between wholesale price and retail price.	07
Q-6	Attempt all questions	(14)
1	Discuss the rights of customer.	07
2	Explain spurious goods and services.	07
Q-7	Attempt all questions	(14)
1	Write note- consumer dispute redressal agency.	07
2	Explain the structure of district forum.	07
Q-8	Attempt all questions	(14)
1	Explain procedure for meeting of the control council.	07
2	Explain objectives of national council.	07

