

Enrollment No: _____

Exam Seat No: _____

C.U.SHAH UNIVERSITY

Summer Examination-2019

Subject Name : Consumer Protection-II

Subject Code : 4CO06CPR1

Branch: B.Com. (English)

Semester : 6

Date : 29/04/2019

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.

Q-1	Attempt the following questions:	(14)
	a) Define meaning of Consumer	1
	b) Write full form of IRDA	1
	c) How many amount of complaints is submitted in district forum ?	1
	d) Write full form of ISI	1
	e) Write any one right of consumer	1
	f) What is hallmarking?	1
	g) Who can file a complaint?	1
	h) When TRAI was established?	1
	i) Who is the present chairman of TRAI?	1
	j) When FSSAI was established?	1
	k) Full form of ISO	1
	l) How many banking ombudsman have been appointed?	1
	m) Is ASCI a government body? (True / False)	1
	n) Write any one function of RBI	1

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

Q-2	Attempt all questions	(14)
	(A) Explain objectives of consumer movement	7
	(B) Explain procedure of filing complaint	7
Q-3	Attempt all questions	(14)
	(A) Give difference between voluntary standards and mandatory standards	7
	(B) What is banking ombudsman scheme?	7



Q-4	Explain effects of consumerism	14
Q-5	Attempt all questions	(14)
	(A) Write a note: IRDA	7
	(B) Write a note on National Consumer Helpline	7
Q-6	Attempt all questions	(14)
	(A) Explain importance of consumer movement in India	7
	(B) Explain product testing	7
Q-7	Attempt all questions	(14)
	(A) Write aims of citizen charter	7
	(B) Explain hallmarking by example	7
Q-8	Attempt all questions	(14)
	(A) State factors leading to consumerism	7
	(B) Explain : what is Agmark?	7

