Envallment No.	Evam Coat No.	
Enrollment No:	Exam Seat No:	

C. U. SHAH UNIVERSITY

Winter Examination-2019

Subject Name: Consumer Protection – I

Subject Code: 4CO05CPR1 Branch: B.Com (English)

Semester: 5 Date: 21/11/2019 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:				
a)	a) When was Consumer protection Act executed?				
,	(A)1981	(B)1985	(C)1986	(D)1984	
b)	Definition of consumer is given under which section of the Act?				1
	(A)Sec $2(D)$ (E)	3)Sec. 2(B)	(C)Sec. 2(C)	(D)Sec. 2(A)	
c)	c) Definition of "Defect" is related to what?				1
	(A)Material	(B)Services	(C)Both	(D)None	
d)	How many Rights are given to consumer under the consumer protection Act?				1
	(A)Three	(B)Four	(C)Five	(D)Six	
e)	Which is the section	for central consu	umer protection Act	•	1
	` '	3)Sec. 5	(C)Sec. 6	(D)Sec. 8	
f)	f) How many times the central consumer protection council must meet in a year?				1
	(A)One	(B)Two	(C)Three	(D)Four	
g)	Where can a consumer appeal against a National Commission order?				1
	(A)High Court		(B)Supreme Court		
	(C)State Council		(D)National Council		
h)) What should be the amount of claim to be filed in District Forum?				1
	(A)More than 20 lakh		(B)Less than 20 lakh		
•	(C)More than 30 lak		(D)Less than 30 lakh	30 lakh	4
i)	1 1				1
	(A)Price > Demand		(B)Price < Demand		
•)	(C)Price = Demand	11 avvin a i a m a t a 4	(D)None	0	1
J)	j) Which among the following is not a type of a "Labeling"?				1
	(A)Brand (B)Packaging	(C)Descriptive	(D)Grade	
k)	Which among the following is not a type of Consumer Complaint?			-	1
	(A)Meek Consumer	, , ,	(B)Aggressive Consumer		
	(C)Chronic Complaint Consumer			Consumer	



		l)	As which tool "Packaging" is important?				
			(A)Financial Tool	(B)Marketing Tool			
			(C)Production Tool	(D)Above three			
		m) Who can be the Chairman of District Consumer Protection Council?					
			(A)Judge of District Court	(B)Judge of High Court			
			(C)Collector of the District	(D)Any of the person			
		n)	Full form of MRP.	· · · · · · · ·	1		
			(A)Maximum Retail Price	(B)Minimum Retail Price			
			(C)Modern Retail Price	(D)Maximum Rate Price			
Q-2			Attempt all questions		(14)		
	\mathbf{A}		Define characteristics of Market.		7		
	В		Explain meaning and types of Consumer.				
Q-3							
		Explain establishment, procedure for meeting and objects of Central					
			consumer protection council.				
Q-4			Attempt all questions				
	\mathbf{A}		State difference between Retail pr	rice and wholesale price.	(14) 7		
	В	Explain meaning and Function of "Labeling".					
Q-5	· · · · · · · · · · · · · · · · · · ·						
	\mathbf{A}		Define the process for handling co	onsumer complaints.	(14) 14		
Q-6			Attempt all questions				
	\mathbf{A}		State the meaning and importance	of Consumer satisfaction.	(14) 7		
	В		Short note: Unfair Trade practice		7		
Q-7			Attempt all questions				
	\mathbf{A}		Define importance of Consumer.		(14) 7		
	В		Explain the meaning and nature of	f Market.	7		
Q-8			Attempt all questions		(14)		
•	A		Explain feedback of dissatisfied (Consumer.	7		
	R		Define the factors affecting Cons		7		

