Enrollment No:	Exam Seat No:
	1234111 Deat 1101

C. U. SHAH UNIVERSITY

Winter Examination-2021

Subject Name: Consumer Protection – I

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

Semester: 5 Date: 22/12/2021 Time: 11:00 To 02:00 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.

a)	Attempt the following questions: How many rights does a consumer have under the Consumer Protection				
u)	Act?				
	A) 8	B) 6	C) 4	D) 5	
b)	The maximum	age national com	mission member sh	ould be	
		_) 65	
c)	In which forum	is it compulsory	to have a female m	nember?	
	A) National commission B) State commission		e commission		
	C) District commission D) All of the above				
d)	District Consur	District Consumer Disputes Redressal Commission is established by?			
	(A) State Government (B) Central Government		ntral Government		
	(C) District Co	llector	(D) Nat	ional Commission	
e)	District Comm	ission shall decid	e the admissibility	of the complaint	
	within?				
	(A) 30 days	(B) 7 days	(C) 21 d	• • • •	
f)	Definition of consumer is given under which section of the Act?				
	(A)Sec $2(D)$	(B)Sec. 2(B)	(C)Sec. 2(, , , , , , , , , , , , , , , , , , , ,	
g)	What should be the amount of claim to be filed in District Forum?				
	(A)More than 20 lakh		` '	(B)Less than 20 lakh	
	(C)More than 3		` '	than 30 lakh	
h)	When can it be said that Market is at equilibrium point?				
	(A)Price > Demand		` '	(B)Price < Demand	
• \	(C)Price = Demand (D)None				
i)	Full form of M		(D) I I'		
	(A)Maximum Retail Price (B)Minimum Retail Price				
• \	(C)Modern Retail Price		` '	(D)Maximum Rate Price	
j)	Under the act, the minimum age of forum member of a district forum				
	should be	D) 40	C) 25	D) 65	
	A) 30	B) 40	C) 35	D) 65	



		A. True B. False				
		I) What is tender?	1			
		A) Estimation of cost B) Estimation of profit				
		C) Estimation of units D) Estimation of the selling price				
	m) Within how many days does the opposite party have to answer after					
		are informed about the complaint?				
		A) 30 B) 5 C) 20 D) 15				
		n) What is the maximum penalty that can be imposed by the Central	1			
		Authority for every subsequent contravention, in respect of such false or				
		misleading advertisement, by a manufacturer or an endorser?				
		(A) One Lakh (B) Ten Lakhs (C) Fifty lakh (D) One crore				
Atter	npt a	any four questions from Q-2 to Q-8				
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Q-2		Attempt all questions	(14)			
	A	Explain meaning and rights of Consumer.	7			
	В	Describe meaning and characteristics of Business Market.	7			
Q-3		Attempt all questions	(14)			
	A	Describe meaning and causes of customer dissatisfaction.	7			
	В	Define difference between Business Market and Consumer Market.	7			
Q-4	Attempt all questions					
A	A	Define difference between Retail and Wholesale.	7			
	B	B State meaning, advantages and disadvantages of MRP.				
Q-5		Attempt all questions	(14)			
	A	How to solve customer Satisfaction Problem.	7			
	В	Explain benefits of Customer Satisfaction.	7			
Q-6			(14)			
		State ways to turn your unhappy customer into a valuable resource.				
Q-7		Attempt all questions	(14)			
	A	Give reasons why customer satisfaction is importance.	7			
	В	State importance of Consumer.	7			
Q-8		Attempt all questions	(14)			
	A	Define effects of customer dissatisfaction on business.	7			
	В	Give types of Consumers.	7			

