

Enrollment No: _____

Exam Seat No: _____

C. U. SHAH UNIVERSITY

Summer Examination-2022

Subject Name: Consumer Protection – II

Subject Code: 4CO06CPR1

Branch: B.Com (English)

Semester: 6

Date: 06/05/2022

Time: 02:30 To 05:30

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) A consumer can conduct her own case via..... 1
(A)Telephone (B)Messages
(C) Gmail (D)Video Conference
- b) A person who purchases goods and services for personal use its called.... 1
(A)Consumer (B)Buyer (C)Seller (D)Company
- c) The AG- Mark is legally enforced in India by the Agricultural Produce Act..... 1
(A)1888 (B)1935 (C)1938 (D)1937
- d) Give objectives of Consumer Movement..... 1
(A)To protect and promote the consumer movement
(B)To safeguard consumer right
(C)To undertake programmes of consumer education
(D) Above all
- e) The members of ASCI are..... 1
(A)11 (B)14 (C)16 (D)20
- f) How many categories of misleading advertisement? 1
(A)1 (B)2 (C)3 (D) 5
- g) FSSAI has been established under the food safety and standard Act 1
.....
(A)2005 (B)2006 (C)2008 (D)2015
- h) the new Consumer Protection Act came into force in India. 1
(A)20 July 2020 (B)29 March 2015
(C)18 February 2000 (D)19 January 1986
- i) The head office of TRAI is 1
(A)Kolkata (B)Mumbai (C)Delhi (D)Ahmedabad
- j) Central government has to furnish such information within days 1
from the date of the request.
(A)8 (B)7 (C)4 (D)6
- k) Full form of FSSAI..... 1



- (A) Food Safety and Standard Authority of India.
 (B) Food Standard Authority of India.
 (C) Final Standard Authority of India
 (D) Food Safety Authority of India
- l) In which section any consumer can file complaint under the scheme personally or through an authorized representative. 1
 (A) section 3(1) (B) section 3(1) (C)
 (C) section 3(1) (D) (D) section 3(1) (E)
- m) Full form of ANSI..... 1
 (A) Asian Nation Standard of India
 (B) American National Standards Institute
 (C) American National Standards of India
 (D) American Nation Stands of India
- n) Producers of spurious goods may be punished with 1
 (A) 10 lakhs (B) 50,000 (C) Imprisonment (D) 1 crore

Attempt any four questions from Q-2 to Q-81

- Q-2 Attempt all questions (14)**
 A How to registration of Online Complaint? 7
 B Write a note: District Forum 7
- Q-3 Attempt all questions (14)**
 A Explain frivolous and vexatious complaints. 7
 B Write a note: Hall Marking 7
- Q-4 Attempt all questions (14)**
 A State important objectives of the Consumer movement. 7
 B Define objectives of Product Testing. 7
- Q-5 Attempt all questions (14)**
 A Define formation of consumer organizations and their role in consumer protection. 10
 B What is ISO Mark? 4
- Q-6 Attempt all questions (14)**
 A How to resolution of complaints? 7
 B State grounds for non – maintainability of a complaints. 7
- Q-7 Attempt all questions (14)**
 A Give meaning and objectives of ASCI. 7
 B Write a note: ISI Mark 7
- Q-8 Attempt all questions (14)**
 A Explain about Voluntary Standards. 10
 B State functions of National Consumer Helpline. 4

