Enrollment No:	Exam Seat No:	
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C. U. SHAH UNIVERSITY

Winter Examination-2022

Subject Name : Consumer Protection – I

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

Semester: 5 Date: 24/11/2022 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.

 a) Full form of MRP is (A) Maximum Retail Price (C) Modern Retail Price (C) Modern Retail Price (D) Maximum Rate Price (D) Maximum Rate Price (E) Maximum Rate Price (D) Maximum Rate Price (E) Maximum Rate Price (D) Maximum Rate Price (E) Maximum Rate Price (E) Maximum Rate Price (D) Maximum Rate Price (E) Maximum Rate Price (D) Maximum Rate Price (E) Maximum Rate Price (E) Cannot be said (D) Can not be said (E) Cannot be said (E) Cannot be said (E) Movable Goods (C) Particular Goods and Services (D) All Goods and Services (D) All Goods and Services (D) Maximum rate in the said (C) Particular Goods and Services (D) All Goods and Services (D) All Goods and Services (D) Services (D) Services (D) Services (D) 65 (D) 65 (D) 65 (D) 65 (D) Maximum Rate Price (D) Cannot be said (C) Particular Price (E) Maximum rate Price (E) Maximum rate Price (D) Services (D) All Goods and Services (D) All of the above (D) Grade (D) Maximum Rate Price (D) Maximum rate Price (E) Maximum Rate Price (D) Cannot be said (C) Particular Price (E) Maximum Rate Price (D) Maximum Rate Price (D) Maximum rate Price (E) Maximum Rate Price (D) Maximum rate Price (D) All Goods and Services (D) All Goods and Services (D) All of the above (E) Maximum rate Price (D) Grade (D) Maximum rate Price (D) Maximum rate Price (D) Grade (D) Maximum rate Price (D) Grade (D) Maximum rate Price (D) Maximum rate Price (D) Grade (D) Maximum rate Price (D) Grade (D) Maximum rate Price (D) Maximum rate Price	`	Attempt the following questions:			(1
(C) Modern Retail Price (D) Maximum Rate Price b) A contract is an agreement between two parties that creates enforceable rights or obligations. (A) True (B) False (C) Neutral (D) Can not be said c) Consumer Protection Act is significant to (A) Immovable Goods (B) Movable Goods (C) Particular Goods and Services (D) All Goods and Services d) How many rights does a consumer have under the Consumer Protection Act? (A) 8 (B) 6 (C) 4 (D) 5 e) Under the act, the minimum age of forum member of a district forum should be (A) 30 (B) 40 (C) 35 (D) 65 f) When the seller manipulates the price, it is known as (A) Caveat Emptor (B) Unfair trade practices (C) Restricted trade practices (D) None of the above g) The maximum age for a state commission member should be (A) 60 (B) 35 (C) 70 (D) 67 h) In which forum is it compulsory to have a female member? (A) National commission (B) State commission (C) District commission (D) All of the above i) Which among the following is not a type of a "Labeling"? (A)Brand (B)Packaging (C)Descriptive (D)Grade j) Who can be the Chairman of District Consumer Protection Council?	a)		(D) 14: '	D . '1D'	
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j) Who can be the Chairman of District Consumer Protection Council?	i)			_	
Council?			•		
	j)		strict Consumer	Protection	
(A)Judge of District Court (B)Judge of High Court					
		(A)Judge of District Court	(B)Ju	dge of High Court	



		(C)Collector of the District (D)Any of the person					
	k	Where can a consumer appeal against a National Commission	1				
		order?					
		(A)High Court (B)Supreme Court					
		(C)State Council (D)National Council					
	1)	How many times the Central Consumer Protection Council must	1				
		meet in a year?					
		(A)One (B)Two (C)Three (D)Four					
	n	n) When was Consumer Protection Act executed?	1				
		(A)1981 (B)1985 (C)1986 (D)1984					
	n	Every document, record or article seized under Consumer	1				
	Protection Act should be returned within						
		(A) 1 week (B) One month					
		(C) 20 days (D) 10 days					
Atter	npt an	y four questions from Q-2 to Q-8					
Q-2		Attempt all questions	(14)				
Q- <u>2</u>	A	Give reasons why consumer satisfaction is important?	07				
	В	Explain meaning and rights of Consumer.	07				
	2	Explain meaning and rights of Consumer.	0.				
Q-3		Attempt all questions	(14)				
	A Define difference between Wholesale and Retail.						
	В	State importance of Consumer.	07				
Q-4		Attempt all questions	(14)				
	A	Explain causes of customer dissatisfaction.	07				
	В	Define difference between Business Market and Consumer	07				
		Market.					
Q-5			(14)				
		State ways to turn your unhappy customer into a valuable					
		resource.					
Q-6		Attempt all questions	(14)				
	A	State meaning, advantages and disadvantages of MRP.	07				
	В	How to solve customer satisfaction problem?	07				
0.7		Attempt all greations	(1.1				
Q-7	A	Attempt all questions Describe meaning and characteristics of Business Market.	(14) 07				
	В		07				
	ש	Explain benefits of Customer Satisfaction.	U/				
Q-8		Attempt all questions	(14)				
	A	Give meaning and functions of Labeling.	07				
	В	Give types of consumers. Explain any two.	07				
		Jr					

