

Enrollment No: _____

Exam Seat No: _____

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.

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- Q-1 Attempt the following questions: (14)**
- a) Full form of MRP is 1
(A) Maximum Retail Price (B) Minimum Retail Price
(C) Modern Retail Price (D) Maximum Rate Price
- b) A contract is an agreement between two parties that creates enforceable rights or obligations. 1
(A) True (B) False (C) Neutral (D) Can not be said
- c) Consumer Protection Act is significant to 1
(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? 1
(A) 8 (B) 6 (C) 4 (D) 5
- e) Under the act, the minimum age of forum member of a district forum should be..... 1
(A) 30 (B) 40 (C) 35 (D) 65
- f) When the seller manipulates the price, it is known as..... 1
(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..... 1
(A) 60 (B) 35 (C) 70 (D) 67
- h) In which forum is it compulsory to have a female member? 1
(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”? 1
(A) Brand (B) Packaging (C) Descriptive (D) Grade
- j) Who can be the Chairman of District Consumer Protection Council? 1
(A) Judge of District Court (B) Judge of High Court



- (C)Collector of the District (D)Any of the person
- k) Where can a consumer appeal against a National Commission order? 1
 (A)High Court (B)Supreme Court
 (C)State Council (D)National Council
- l) How many times the Central Consumer Protection Council must meet in a year? 1
 (A)One (B)Two (C)Three (D)Four
- m) When was Consumer Protection Act executed? 1
 (A)1981 (B)1985 (C)1986 (D)1984
- n) Every document, record or article seized under Consumer Protection Act should be returned within..... 1
 (A) 1 week (B) One month
 (C) 20 days (D) 10 days

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

- Q-2 Attempt all questions (14)**
 A Give reasons why consumer satisfaction is important? 07
 B Explain meaning and rights of Consumer. 07
- Q-3 Attempt all questions (14)**
 A Define difference between Wholesale and Retail. 07
 B State importance of Consumer. 07
- Q-4 Attempt all questions (14)**
 A Explain causes of customer dissatisfaction. 07
 B Define difference between Business Market and Consumer Market. 07
- 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
 B How to solve customer satisfaction problem? 07
- Q-7 Attempt all questions (14)**
 A Describe meaning and characteristics of Business Market. 07
 B Explain benefits of Customer Satisfaction. 07
- Q-8 Attempt all questions (14)**
 A Give meaning and functions of Labeling. 07
 B Give types of consumers. Explain any two. 07

