

SUB CODE 20UCO4N3

REG.NO.

**NGM COLLEGE (AUTONOMOUS) POLLACHI
END-OF-SEMESTER EXAMINATIONS: JULY - 2022**

**B.Com. (AIDED)
IV SEMESTER**

**MAXIMUM MARKS: 50
TIME: 2 HOURS**

PART-IV: NON MAJOR ELECTIVE PAPER-II

CONSUMER AFFAIRS

SECTION – A

ANSWER THE FOLLOWING QUESTIONS

[10 x 1 =10 MARKS]

MULTIPLE CHOICE QUESTIONS:

(K1)

1. Rights of consumer are protected under
a) Consumer Protection Act 1986 b) Consumer Protection Act 1990
c) Consumer Protection Act 1982 d) Consumer Protection Act 1981
2. The loosening of government control comes under _____
a) Privatization b) Globalization c) Liberalization d) None of the above
3. When the seller manipulates the price, it is known as
a) Caveat Emptor b) Unfair Trade Practices
c) Restricted Trade Practices d) None of these
4. The district forum shall not admit a complaint unless it is filed within _____ from the date on cause of action.
a) 1 year b) 6 months c) 2 year d) 3 year
5. _____ is the standardized mark on Jewellery.
a) ISI b) FPO c) Hall Mark d) CERC

ANSWER ALL QUESTIONS.

(K2)

6. Define Consumer.
7. What is meant by Defect in Goods?
8. Explain any 2 UN guidelines on consumer protection.
9. Expand FSSAI.
10. Expand ISI.

SECTION – B [5 x 8 =40 MARKS]

ANSWER ANY FIVE FROM THE FOLLOWING QUESTIONS.

(K3)

11. Enumerate the Process of Consumer Buying.
12. Explain (a) District forum (b) State Commission (c) National Commission
13. Explain IRDA and Insurance ombudsman.
14. Explain in brief the voluntary and mandatory standards regarding quality and standardization.
15. Describe the ways about filing and hearing of a Complaint.
16. Write a short note on RBI.
17. Explain (a) Ag-mark (b) Hallmark (c) Licensing and surveillance.
18. Evaluate the Role of International Standards.