

NGM COLLEGE (AUTONOMOUS) POLLACHI
END-OF-SEMESTER EXAMINATIONS: MAY – 2023
UG COURSES (SF) MAXIMUM MARKS: 50
IV SEMESTER TIME: 2 HOURS

PART-IV: NON-MAJOR ELECTIVE PAPER-I
CONSUMER AFFAIRS

SECTION – A (10 X 1 = 10 MARKS)

ANSWER THE FOLLOWING QUESTIONS.

MULTIPLE CHOICE QUESTIONS.

(K1)

1. A consumer is a ----- who purchase of the product for his/her own consumption
(a). Product. (b). Process. (c). Person (d). Place
2. The NCDRC was established in -----
(a) 1988. (b). 1999 (c) 2000 (d) 2015
3. As per Consumer Protection Act, offence may be classified into ----- broad categories.
(a).Two (b).Three (c). Four (d).Five
4. The Consumer Protection Act ----- gives protection to consumers against unfair trade practices by businesses.
(a).1976 (b).1986 (c).1996 (d).2006
5. ----- are the components of quality standard.
(a).Leadership (b).Customer focus (c).Improvement (d). All of these

ANSWER THE FOLLOWING IN ONE (OR) TWO SENTENCES.

6. Expand LPG. (K2)
7. What is consumer right? (K2)
8. What is penalty as per Consumer Protection Act? (K2)
9. State the term “Consumer Protection”. (K2)
10. Expand BIS. (K2)

SECTION – B

(5 X 8 = 40 MARKS)

ANSWER ANY FIVE QUESTIONS OUT OF THE EIGHT QUESTIONS.

11. Discuss the different stages involved in consumer buying process. (K3)
12. Explain the various processes for resolving consumer complaints. (K3)
13. Examine the objectives of consumer protection guidelines. (K3)
14. Describe the general principles for consumer protection. (K3)
15. Highlight the various remedies for consumers on complaints filed. (K3)
16. Discuss the important consumer rights in India. (K3)
17. Enumerate the different procedures of complaint filing in consumer forums. (K3)
18. Explain the various advantages of quality standards. (K3)