

FIRST SEMESTER FYUGP EXAMINATION NOVEMBER 2024**MDC****COM1FM105(3) CONSUMER AWARENESS AND PROTECTION****Time : 1 Hrs 30 Mins****Maximum Marks : 50**

BL - Bloom's Taxonomy Level (1 to 6)

CO - Course Outcome

Section A					Ceiling Marks : 16
Answer all questions. Each carries 2 marks.					
No.	Question	M	BL	CO	
1.	What are the key legislations relating to the Consumer Protection Act?	2	2	CO1	
2.	How do consumer protection agencies help in market regulation?	2	2	CO1	
3.	What is consumer awareness?	2	2	CO1	
4.	How does consumer awareness help in promoting ethical consumption?	2	2	CO1	
5.	How do the UN Guidelines promote consumer safety?	2	2	CO2	
6.	How do spurious goods harm consumers?	2	2	CO2	
7.	What is an unfair trade practice?	2	2	CO2	
8.	How does the Supreme Court act as a final authority in consumer disputes?	2	2	CO3	
9.	What happens if a consumer is not satisfied with the decision of the District Forum?	2	2	CO4	
10.	What is meant by a "frivolous or vexatious complaint," and what penalty can be imposed for filing one?	2	4	CO4	
Section B					Ceiling Marks : 24
Answer all questions. Each question carries 6 marks.					
No.	Question	M	BL	CO	
11.	Define defective goods and spurious goods. How do these pose risks to consumers, and what legal measures are in place to address such issues in India?	6	3	CO2	
12.	Define unfair trade practices and provide examples of such practices in the Indian marketplace. How does the Consumer Protection Act address these issues?	6	4	CO2	
13.	Explain the pecuniary and territorial jurisdiction of the National Commission. How does this jurisdiction differ from that of the District Forums and State Commissions?	6	2	CO3	
14.	Analyse how the Consumer Protection Act ensures the timely resolution of complaints. What role do the consumer courts play in expediting the grievance redressal process?	6	4	CO4	
15.	Define frivolous and vexatious complaints. What penalties are imposed on consumers who file such complaints, and how does the law discourage misuse of the grievance redressal system?	6	3	CO4	
Section C					
Answer any 1 question. Each carries 10 marks. (1X10=10 Marks)					
No.	Question	M	BL	CO	
16.	Evaluate the ethical considerations that consumers must take into account when making purchasing decisions. How do ethical consumer choices impact businesses, society, and the environment?	10	2	CO1	
17.	Analyse the role of State Consumer Protection Councils in addressing regional consumer issues. How do they collaborate with other stakeholders to ensure consumer protection at the local level?	10	4	CO3	