D1BCM2505

Name: .....

Reg. No.: .....

FIRST SEMESTER FYUGP EXAMINATION NOVEMBER 2025

(Regular/Improvement/Supplementary)

MULTI DISCIPLINARY COURSE

COM1FM105(3): CONSUMER AWARENESS AND PROTECTION

Time: 1 ½ Hrs. **Maximum Marks: 50**

M – Mark BL - Bloom's Taxonomy Level (1 to 6) CO - Course Outcome

Section A: Answer all questions. Each carries 2 marks.
Ceiling: 16 Marks

No.	Question	M	BL	CO
1.	Give three points on the importance of consumer protection.	2	2	CO1
2.	Mention two fundamental rights of consumers.	2	2	CO1
3.	What is meant by ethical consumption?	2	2	CO1
4.	How do restrictive trade practices affect market competition?	2	2	CO2
5.	Mention the role of the Central Consumer Protection Council.	2	2	CO3
6.	Name one key objective of the Consumer Protection Councils under the Consumer Protection Act.	2	2	CO3
7.	What is the jurisdiction of the District Consumer Forum in terms of financial limits?	2	2	CO3
8.	How do District Consumer Protection Councils help safeguard consumer rights?	2	3	CO3
9.	Mention the pecuniary jurisdiction of the National Commission.	2	2	CO3
10.	Name one offence that can lead to imprisonment under the Consumer Protection Act.	2	2	CO4

Section B: Answer all questions. Each carries 6 marks.
Ceiling: 24 Marks

No.	Question	M	BL	CO
11.	Analyze the significance of consumer protection in the modern marketplace. How does it benefit both consumers and businesses?	6	4	CO1
12.	Discuss how consumer rights and responsibilities are interconnected. Give examples.	6	4	CO1
13.	Discuss with examples how consumers can seek redressal for deficiency in service in various sectors like healthcare, banking, or telecommunications.	6	3	CO2
14.	Explain the relationship between the National Commission and the Supreme Court in the consumer redressal process. How can consumers appeal to the Supreme Court after decisions made by the National Commission?	6	2	CO3
15.	Explain the concept of a temporary injunction in the context of consumer protection. How does it help in safeguarding consumer rights before the final verdict?	6	4	CO4

Section C: Answer any one question. Each carries 10 marks. (1 x 10 = 10 Marks)

No.	Question	M	BL	CO
16.	Discuss the consumer rights outlined under the United Nations Guidelines on Consumer Protection and explain their significance in safeguarding consumer interests.	10	2	CO2
17.	Explain the step-by-step procedure for filing a consumer complaint under the Consumer Protection Act. What are the key documents and formalities required for initiating a complaint?	10	3	CO4