

**2024/TDC (CBCS)/EVEN/SEM/  
COMDSE-601/602T/200**

**TDC (CBCS) Even Semester Exam., 2024**

**COMMERCE**

**( 6th Semester )**

Course No. : COMDSE-601/602T

**( Consumer Affairs and Customer Care )**

Full Marks : 70

Pass Marks : 28

Time : 3 hours

*The figures in the margin indicate full marks  
for the questions*

**UNIT—I**

**1. Answer any four of the following questions :**

**1×4=4**

- (a) Define grievance.
- (b) What is price?
- (c) Mention one objective of packaging.
- (d) Write one purpose of labelling.
- (e) Define consumer.

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2. Answer any *one* of the following questions : 2

- (a) Write at least two causes of consumer grievance.
- (b) Define consumer dispute.

3. Answer any *one* of the following questions : 8

- (a) Narrate the various responsibilities of consumer.
- (b) Explain the various rights of consumer under the Consumer Protection Act, 1986.

#### UNIT—II

4. Answer any *four* of the following as directed :

1×4=4

- (a) The Consumer Protection Act, 1986 came into force on \_\_\_\_.

( Fill in the blank )

- (b) There is a three-tier judicial machinery for redressing consumer grievances.

( Write True or False )

- (c) Define goods.

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- (d) A consumer can file a complaint to a district forum when the value of goods and services not exceeds ₹ \_\_\_\_.

( Fill in the blank )

- (e) Who regulate the insurance business in India?

5. Answer any *one* of the following questions : 2

- (a) What kind of cases can be filed in the State Commission?
- (b) Explain District Forum.

6. Answer any *one* of the following questions : 8

- (a) Discuss the salient features of the Consumer Protection Act, 1986.
- (b) Explain the various duties and responsibilities of consumer.

#### UNIT—III

7. Answer any *four* of the following as directed :

1×4=4

- (a) Who can file a complaint under the Consumer Protection Act, 1986?
- (b) What is temporary injunction?

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- (c) What is the time limit for consumer to file the complaint?
- (d) Reserve Bank of India looks the activities of Banking Services.  
( Write True or False )
- (e) What do you mean by Fair Trade Practices?

8. Answer any one of the following questions : 2

- (a) Write two grounds under which consumer may lodge complaint under the Consumer Protection Act, 1986.
- (b) Write two grounds for temporary injunctions.

9. Answer any one of the following questions : 8

- (a) Explain the redress mechanism available under the Consumer Protection Act, 1986.
- (b) Discuss the various unfair trade practices of business houses.

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UNIT—IV

10. Answer any four of the following as directed :

1×4=4

- (a) Who regulates the banking services of India?
- (b) Write the full form of FSSAT.
- (c) For insurance related complain, one should visit to SEBI.

( Write True or False )

- (d) Write the full form of TRAI.
- (e) Which sector is more prone to consumer issues and disputes?
  - (i) Telecom Services
  - (ii) Insurance
  - (iii) Consumer Durables

( Choose the correct answer )

11. Answer any one of the following questions : 2

- (a) List out the sectors which have regulated by authority.
- (b) Write two powers of banking ombudsman.

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12. Answer any *one* of the following questions : 8

- (a) Narrate the various functions of TRAI.
- (b) Discuss the complaint pertaining to deficiency in banking services.

UNIT—V

13. Answer any *four* of the following as directed :

1×4=4

- (a) Agmark is meant for agricultural product.

( Write True or False )

- (b) When was consumer movement started in India?

- (c) Hallmark is the quality certification mark used in case of electrical product.

( Write True or False )

- (d) Which logo would you like to see for purchasing electrical goods?

- (e) ISI mark is given by BIS.

( Write True or False )

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14. Answer any *one* of the following questions : 2

- (a) Enumerate any two important challenges before consumer activist.
- (b) Write two objectives of consumer movement.

15. Answer any *one* of the following questions : 8

- (a) Trace the history of consumer movement in India.
- (b) Discuss the various achievements of consumer movement.

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