



K. Sambal

Avinashilingam Institute for Home Science and Higher Education for Women

Deemed to be University Estd. u/s 3 of UGC Act 1956, Category 'A' by MHRD (now MoE)

Re-accredited with 'A++' Grade by NAAC. CGPA 3.65/4, Category I by UGC

Coimbatore - 641 043, Tamil Nadu, India

Bachelor's Degree Examination – May 2025 IV Semester

Class : II UG

Major : All Majors

Time: 3 Hours

Max. Marks: 100

23BCOGE5 Consumer Affairs

Course Outcomes

CO1: Understand the legal formalities of consumer rights

CO2: To know the procedure in redressal of consumer complaints

CO3: The learners would be able to comprehend the business firm's interface with consumers and the related regulatory and business environment.

CO4: To learn about role of Industry regulators in Consumer Protection

CO5: To know the contemporary issues in consumer Affairs

Part A

10 x 1=10

Choose the Correct Answer

1. Under the consumer protection act , complaint means CO1 K1
 - a. Allegation in Writing
 - b. Oral allegation
 - c. Claim in writing
 - d. Oral claim for damage
2. When was the first Consumer Rights Days observed? CO1 K1
 - a. 15th March 2010
 - b. 15th March 1988
 - c. 15th March 1999
 - d. 15th March 1962
3. When was the Agricultural Commodity Grading and Marketing Act passed? CO2 K2
 - a. 1933
 - b. 1935
 - c. 1937
 - d. 1940
4. GST stands for CO2 K2
 - a. Goods and Service Tax
 - b. Goods and sales Tax
 - c. Goods and Supply tax
 - d. None of the above
5. What are the powers of central authority? CO3 K3
 - a. To promote the rights
 - b. To protect the rights
 - c. To enforce the rights
 - d. All of the Above
6. What is the time limit for filing the complaint? CO3 K3
 - a. Within 1 year
 - b. Within 2 year
 - c. Within 3 year
 - d. Within 4 year
7. Who is the only Prime minister to have served as the Governor of RBI? CO4 K4
 - a. P.V. Narishma Roa
 - b. Manmohan Singh
 - c. Lal Bahadur Shastri
 - d. Indira Gandhi
8. Which of the following organizations controls the insurance business in India? CO4 K4
 - a. RBI
 - b. SEBI
 - c. IRDAI
 - d. LIC
9. Which ministry operates the National Consumer Helpline (NCH)? CO5 K5
 - a. Ministry of Finance
 - b. Ministry of Home Affairs
 - c. Ministry of Law and Justice
 - d. Ministry of Consumer Affairs, Food and Public Distribution
10. Which of the following is NOT considered an unfair trade practice? CO5 K5
 - a. False representation of quality
 - b. Hoarding and black marketing
 - c. Honest price negotiations
 - d. False warranty claims

Part B

5x 6 = 30

Answer ALL questions

Each answer should not exceed 400 words or two pages

11. a. Explain the concept of factors affecting voicing of consumer grievances. CO1 K2
(or)
- 11.b. Explain about the e-commerce with reference to Indian market. CO1 K2
12. a. Analyse the concept of Indian standard Institution mark (ISI). CO2 K2
(or)
- 12.b. Asses the price in retail, wholesale and Maximum Retail Price (MRP). CO2 K2
13. a. Explain about the consumer protection act 1986. CO3K2
(or)
- 13.b. Narrate about the role of supreme court under the CPA with important case law. CO3 K2
14. a. Elaborate about RBI and its banking ombudsman. CO4 K4
(or)
- 14.b. Explain about advertising standard council of India. CO4 K4
15. a. Discuss about the evolution of consumer movement in India. CO5 K5
(or)
- 15.b. Enumerate the concepts of unfair trade practices and restrictive trade practices. CO5 K5

Part C

5 x 12 = 60

Answer ALL questions

Each answer should not exceed 800 words or four pages

16. a. Analyse the alternatives available to dissatisfied consumers. CO1 K2
(or)
- 16.b. Assess the liberalization and globalization of markets especially for Indian consumer. CO1 K2
17. a. Discuss about the agriculture mark (AGMARK) in detail. CO2 K2
(or)
- 17.b. Explain the contents of labelling, packaging and relevant laws in detail. CO2 K2
18. a. Discuss about the national commission, their powers and jurisdiction. CO3 K2
(or)
18. b. Enumerate about temporary injunction, enforcement of order and its appeal. CO3 K2
19. a. Discuss about IRDA and insurance ombudsman in detail. CO4 K4
(or)
19. b. Explain in detail about the real estate regulatory authority. CO4 K4
20. a. Write about the evolution of consumer movement in India. CO5 K5
(or)
- 20.b. Explain about consumer goods, defect in goods and spurious goods. CO5 K5
