



Avinashilingam Institute for Home Science and Higher Education for Women
(Deemed to be University under Category 'A' by MHRD, Estd. u/s 3 of UGC Act 1956)(Now MoE)
Re-accredited with 'A++' Grade by NAAC. Recognised by UGC Under Section 12B
Coimbatore - 641 043, Tamil Nadu, India
Continuous Internal Assessment Test –II February 2025
IV Semester

Class : II UG
Major : All Majors

Time: 2 hrs
Maximum Marks: 60

23BCOGE5 Consumer Affairs

Course Outcome:

- CO1: To Understand the legal formalities of consumer rights
CO2: To know the procedure in redressal of consumer complaints.
CO3: To impart knowledge on social and legal framework of consumer protection.

Part – A

Choose the correct answer

6 x 1 = 6

1. Which of the following forms is used for Grievances Redressal?

- a) District Forum
b) State Commission
c) National Commission
d) All of the above

2. MRP stands for.

CO1:K2

- a) Minimum retail price b) maximum retail price
c) Minimum rate of profit d) maximum rate of profit

3. How many rights does a consumer have under the Consumer Protection Act?

- a) 8 b) 6 c) 4 d) 5

4. Consumer Protection Act is significant to

- a) Immovable Goods b) Movable Goods
c) Particular Goods and Services
d) All Goods and Services

5. Who can file a complaint in grievance redressal mechanism?

CO3:K2

- a) Consumers b) Stakeholders c) central & State government agencies d) All the above

6. The right of Redressal is sought for against?

- a) Unfair trade practices
b) Restrictive trade practices
c) Unscrupulous exploitation
d) all of these

CO3:K1

Part - B

Answer all the questions

3 x 6 = 18

Each answer should not exceed 400 words or two pages

7. a) Explain how Globalization has positively affected poverty?

CO1:K3

(or)

b) what is consumer behaviour and its buying process?

CO1:K2

8. a) Explain Quality and Standardization?

CO2:K3

(or)

b) Explain consumer Protection Act 1986?

CO2:K1

9. a) Give a brief note on BIS and its roles.

CO3:K3

(or)

b) Who can file a complaint and grounds of filing a complaint in grievance redressal mechanism?

CO3:K2

Part - C

Answer all the questions

3 x 12 = 36

Each answer should not exceed 800 words or four pages

10.a) What is the procedure for filing and hearing a complaint

CO3:K4

(or)

b) Write a note on labelling and packaging along with relevant laws

CO3:K3

11. a) Explain the nature of markets with special reference to Indian consumer markets

CO2:K3

(or)

b) Write a note on State and National commission of district forums and their powers

CO2:K2

12. a) Explain the Organisational setup under the protection act

CO1:K3

(or)

b) Write a note on grievance of disposal of cases