

**BACHELOR OF COMMERCE [HONS]
SIXTH SEMESTER
CONSUMER AFFAIRS AND CUSTOMER CARE
BCM – 604C**

**SET
A**

[USE OMR SHEET FOR OBJECTIVE PART]

Duration: 3 hrs.

Full Marks: 70

Time: 30 mins.

(Objective)

Marks: 20

Choose the correct answer from the following:

1 × 20 = 20

1. In which type of marketing there is no involvement of middlemen?
 - a. Wholesale trade
 - b. Retail trade
 - c. Direct marketing
 - d. Indirect marketing
2. The right of redressal is sought for against _____
 - a. Unfair trade practices
 - b. Restrictive trade practices
 - c. Unscrupulous exploitation
 - d. All of these
3. Which of the following can act as a consumer dispute redressal agency?
 - a. District forum
 - b. State commission
 - c. National commission
 - d. All of these
4. Under which policy, employees are free to meet the top executives of the organization and get their grievances redressed?
 - a. Open door policy
 - b. Step ladder policy
 - c. Open communication policy
 - d. None of these
5. When was the Consumer Protection Act passed in India?
 - a. 1968
 - b. 1986
 - c. 1984
 - d. 1976
6. In which forum, it is compulsory to have a female member?
 - a. National Commission
 - b. State Commission
 - c. District Commission
 - d. All of these
7. How many rights does a consumer have under consumer protection act, 2019?
 - a. 8
 - b. 6
 - c. 4
 - d. 5
8. Consumers have the _____ against unfair trade practices and exploitation.
 - a. Right to reject
 - b. Right to information
 - c. Right to choose
 - d. Right to seek redressal
9. Where can the aggrieved party appeal further in case the party is not satisfied with the order of the district forum?
 - a. National commission
 - b. State commission
 - c. Supreme Court of India
 - d. All of these

10. Which among the following organization released the banking ombudsman scheme?
a. RBI
b. NABARD
c. SEBI
d. DICGC
11. The minimum compensation against Banking ombudsman is _____
a. Rs. 10 Lakhs
b. Rs. 20 Lakhs
c. Rs. 1 Lakh
d. Rs. 5 Lakhs
12. As per IRDA regulations, a _____ days grace is given beyond the expiry date of a policy for renewal.
a. 10 days
b. 30 days
c. 45 days
d. 60 days
13. FSSAI stands for
a. Food Safety and Security Association of India
b. Food Safety and Standards Authority of India
c. Food Safety and Standards Association of India
d. Food Safety and Security Authority of India
14. _____ is launched by FSSAI in order to promote safe and healthy food.
a. Swachh Bharat
b. Satvik Khana
c. Ayushman Bharat
d. None of these
15. The Advertising standards council of India (ASCI) was established in _____.
a. 1944
b. 1982
c. 1985
d. 1989
16. The Electricity Regulatory Commission was established in _____.
a. 1962
b. 1985
c. 1990
d. 1998
17. _____ is a standardized mark printed on jewellery.
a. AG mark
b. ISO mark
c. ISI
d. Hallmark
18. Under the provision of COPRA, a _____ quasi judicial system was established at the district, national and state level.
a. One-tier
b. Two-tier
c. Three-tier
d. Four tier
19. Which act safeguards the buyer against expressed or implied conditions or warranties?
a. Consumer Protection Act, 1986
b. Indian Contract Act, 1972
c. The Sale of Goods Act, 1930
d. The Trade mark Act, 1999
20. The Consumer Protection Act, 2019 comes into force from _____.
a. 20th July 2020
b. 20th September 2020
c. 20th July 2019
d. 20th September 2019

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(Descriptive)

Time : 2 Hr. 30 Mins.

Marks : 50

[Answer question no.1 & any four (4) from the rest]

1. Discuss in detail the factors that influence a consumer buying decision. 10
2. Explain the role of Supreme Court under Consumer Protection Act. 10
3. Who can file a complaint under Consumer Protection Act, 2019? Discuss the procedure for filing and hearing of a complaint. 2+8=10
4. Discuss the consumer complaint redressal mechanism in Telecommunication 10
5. Discuss the consumer complaint redressal mechanism in Banking. 10
6. Discuss the recent developments in Consumer Protection in India. 10
7. Write short notes on: 5+5=10
 - a) Maximum Retail Price (MRP)
 - b) Labeling
8. Write short notes on: 5+5=10
 - a) Indian Standards Mark (ISI)
 - b) Hallmarking

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