

LLM
FIRST SEMESTER
CONSUMER PROTECTION LAW
LLM - 1.5 CCL
[USE OMR SHEET FOR OBJECTIVE PART]

**SET
A**

Duration: 3 hrs.

Full Marks: 70

Time: 30 min.

Marks: 20

Objective

Choose the correct answer from the following:

$$1 \times 20 = 20$$

1. The Consumer Protection Act aims to protect the interest of -
 - a. A manufacturers
 - b. Consumers
 - c. Suppliers
 - d. Wholesalers
2. Under the Consumer Protection Act, a “consumer” is a person who-
 - a. Buys goods for resale
 - b. Buys goods or services for personal use.
 - c. Is a supplier of goods.
 - d. Manufactures goods
3. What is the maximum monetary limit for cases that can be handled by the District Consumer Disputes Redressal Forum?
 - a. 10 lakh
 - b. 50 lakhs
 - c. 1 crore
 - d. 5 crore
4. Which of the following can be a valid ground for filing a complaint under Consumer Protection Law?
 - a. Delay in delivery of a product.
 - b. Defective or substandard product
 - c. Lack of proper warranty on a product
 - d. All of the above
5. Which Consumer Right ensures that the consumer has access to complete information about the product?
 - a. Right to safety
 - b. Right to choose
 - c. Right to information
 - d. Right to be heard
6. Which of the following does NOT fall under the definition of “service” under Consumer Protection Law?
 - a. Banking
 - b. Electricity
 - c. Education
 - d. Private investment
7. What is the time limit for filing a consumer complaint after the cause of action arises?
 - a. 1 year
 - b. 2 years
 - c. 3 years
 - d. 4 years
8. If a consumer feels they were unfairly treated in an online purchase, under which Act can they seek redressal?
 - a. Cyber Law Act
 - b. Consumer Protection Act
 - c. Sale of Goods Act
 - d. Digital Rights Act

9. What is the highest level of redressal commission under the Consumer Protection Act?
 - a. District Consumer Disputes Refressal Forum.
 - b. State Consumer Disputes Redressal Commission
 - c. National Consumer Disputes Redressal Commission
 - d. Supreme Court
10. Under the Consumer Protection Act, who is responsible for regulating misleading advertisements?
 - a. Local police auhorities
 - b. Central Consumer Protection Authority (CCPA)
 - c. The National Consumer Disputes Redressal Commission
 - d. Advertising Council of India
11. Which Consumer Protection Act amendment introduced class-action lawsuits?
 - a. 1993 amendment
 - b. 2002 amendment
 - c. 2019 amendment
 - d. None of the above
12. Under the Consumer Protection Act 2019 amendments, which of the following are mandatory for e-commerce businesses?
 - a. Providing customer support
 - b. Displaying country of origin for products
 - c. Offering discount codes
 - d. Guaranteeing next-day delivery.
13. Which of the following is covered under "deficiency of service" in Consumer Protection Law?
 - a. Timely and high-quality service
 - b. A service not meeting the standards or causing harm.
 - c. Discounted goods or services
 - d. Overpriced goods
14. What is the primary purpose of the Consumer Protection Councils?
 - a. To represent manufacturers in consumer courts
 - b. To enforce consumer rights and prevent unfair trade practices.
 - c. To create policies for business operations
 - d. To increase product sales
15. Under the 2019 amendment to the Consumer Protection Act, the Central Consumer Protection Authority (CCPA) was created to-
 - a. Regulate e-commerce sales only
 - b. Address grievances related to essential services only
 - c. Protect, promote, and enforce consumer rights as a whole
 - d. Handle financial fraud cases exclusively
16. Which type of compensation can be claimed if a consumer is harmed due to a product defect?
 - a. Only replacement of the product
 - b. Only refund of the product cost
 - c. Monetary compensation for damages or loss
 - d. Free repair of the product only

17. The "Right to be Heard" in consumer protection ensures that-
- a. Consumers are given priority over suppliers
 - b. Consumers can voice their complaints and be assured of a fair hearing
 - c. All complaints must be settled within 30 days
 - d. Consumers are given a warranty for every product
18. Under the Consumer Protection Act, which right allows consumers to file a complaint against unfair trade practices?
- a. Right to redressal
 - b. Right to safety
 - c. Right to be heard
 - d. Right to representation
19. Which of the following can be a valid ground for filing a complaint under Consumer Protection Law?
- a. Delay in delivery of a product
 - b. Defective or substandard product
 - c. Lack of proper warranty on a product
 - d. All of the above
20. Which of the following entities is eligible to file a consumer complaint?
- a. Any person who purchases goods for resale
 - b. A registered consumer association
 - c. A government official on duty
 - d. A corporate entity

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(Descriptive)

Time : 2 hrs. 30 min.

Marks : 50

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

1. Define Consumer. Explain the Salient features of the Consumer Protection Act, 2019. 3+7=10
2. Analyse the importance of the three tier judicial machinery under Consumer Protection Act for redressal of consumer disputes. Do you agree that the redressal agencies are giving effective remedy? 8+2=10
3. How does the WTO benefit consumers and state some issues related to WTO ? 10
4. What is ADR mechanism for out of court settlement of Consumer Disputes? Explain with the help of an illustration. 8+2=10
5. What remedies are available to consumers under the Consumer Protection Act, 2019? Explain with the help of an illustration.. 8+2=10
6. "In a welfare state it is the duty of the state to conserve the health of the people by preventing food adulteration". Comment on the legislative measures to control adulteration. 10
7. Define the term 'medical negligence' under Consumer Protection Law. What are the remedies available for medical negligence under Consumer Protection Act? Cite case laws. 2+8=10
8. What is Lawyers negligence? Are lawyers liable under Consumer Protection Act? Cite case laws. 2+8=10

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