

SUBJECT- CONSUMER PROTECTION

COURSE- BCOM (P)

SEMESTER - VI

ASSIGNMENT

Ques1: Mention any 2 case studies related to consumer rights.

Ques2: Explain in detail Consumer Buying Process along with case study.

Ques3: Explain below terms as per Consumer Protection Act, 1986

- a) Grey Market
- b) Consumer
- c) Unfair Trade Practice

Ques4: “Consumer buy product and services for various reasons and different people can have different reasons for buying same product” What motivates consumers to buy. Elucidate the statement

ASSIGNMENT 2

Ques1: Elucidate 2 case studies on unfair trade practice decided by supreme court of India/ National Commission.

Ques2: “Consumers are cheated because they are unorganized” In the light of above statement explain the role and importance of empowering consumer in India

Ques3: Explain Banking Ombudsman Scheme.

Ques4: Explain the procedure of filing and hearing a complaint under the Consumer Protection Act.

TEST

Ques1: Classify consumer Market on the basis of Urban and Rural Consumers

Ques2: Explain the concept of MRP and Deceptive Pricing

Ques3: Explain following terms as per Consumer Protection Act, 1986

- a) Spurious goods and Services
- b) Defect in goods

Ques4: Explain Alternative Dispute Resolution in detail

Ques5: Give an overview of International Organization of Standardization (ISO)

MULTIPLE CHOICE QUESTIONS

1. Consumer Protection is significant to
 - a) Immovable goods
 - b) Movable Goods
 - c) All Goods and Services

Ans- c

2. When seller manipulates price, it is known as,
 - a) Caveat Emptor
 - b) Unfair trade practice
 - c) Restrictive trade practice
 - d) None of the above

Ans – b

3. The Maximum age for the state Commission member should be –
 - a) 60
 - b) 35

- c) 70
- d) 65

Ans- c

4. To be member in any redress forum, the person should have minimum of _____ years of experience.
- a) 5
 - b) 10
 - c) 12
 - d) 15

Ans – b

5. On receiving the complaint, the forum will direct the opposity party to answer on that within _____ days and may extend to _____ days
- a) 1 &5
 - b) 15&1
 - c) 10&1
 - d) 0&1

Ans- a

6. As per the Consumer Protection Act, “complaintant” means
- a) a consumer
 - b) the consumer association registered under companies act
 - c) central government or state government
 - d) all of the above

Ans – d

7. Who shall be chairman of central consumer protection council?
- a) The ministers in charge of consumer affairs in the central government
 - b) The ministers in charge of consumer affairs in the state government
 - c) The Prime Minister
 - d) The Speaker of Lok sabha

Ans- a

8. Which section of Consumer Protection Act 1986, states the objects of the Consumer Protection Councils
- a) Section 5
 - b) Section 11
 - c) Section 6
 - d) Section 9

Ans – c

9. The consumer Protection Act, 1986 extends to
- a) The whole India
 - b) The whole of India except Jammu and Kashmir
 - c) The whole of India except Nagaland tribal area
 - d) Both b and c

Ans – b

10. What is the punishment of false or misleading advertisement?
- a) Imprisonment upto 2 years and fine upto 10 Lakh Rupees
 - b) Imprisonment upto 3 years and fine upto 10 Lakh Rupees
 - c) Imprisonment upto 5 years and fine upto 50 Lakh Rupees
 - d) Imprisonment upto 2 years and fine upto 20 Lakh Rupees

Ans- a

11. When a distributor or retailer is left with excess or old stock, they can choose to sell off the stock at discounted prices to other dealers. This is known as _____
12. In _____, the product **is packed** in such a way that it misleads the Customer on various elements which can content, size, shape, quantity and many others.
13. When the buyer switches between brands not because of the dissatisfaction with the previous purchase but out of variation, such buying behavior is known as
- a) habitual buyig behavior
 - b) Complex buying nehaviour
 - c) variety seeking uying behavior
 - d) Dissonance Reducing buying behaviour

