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(Pages : 2)

Name.....

Reg. No.....

**FIRST SEMESTER (CUFYUGP) DEGREE EXAMINATION
NOVEMBER 2025**

Accounting and Finance/Commerce

COP 1FM 105 (3) / COM 1FM 105 (3)—CONSUMER AWARENESS AND PROTECTION

(2024 Admission onwards)

Time : One Hour and a Half

Maximum : 50 Marks

*Answers should be written in English only.***Section A***Answer all questions.**Each question carries 2 marks.**Ceiling 16 marks.*

1. What is the concept of Consumer awareness ?.
2. What is the composition of a District Consumer Disputes Redressal Commission?
3. What are spurious goods ?
4. What is meant by 'deficiency' under Consumer Protection Act ?
5. What is the time limit for filing a consumer complaint ?
6. What is the Jurisdiction of District Commission, under Consumer Protection Act ?
7. What is meant by a complaint, as per Consumer Protection Act ?
8. What is meant by bargaining price, as per Consumer Protection Act ?
9. What is meant by vexatious complaints ?
10. What is the power of Review by District Commission, under Consumer Protection Act ?

Turn over

Section B

*Answer all questions.
Each question carries 6 marks.
Ceiling 24 marks.*

11. Which are the different types of consumer protection agencies.
12. What are the responsibilities of a consumer ?
13. What are the general principles of UN guidelines for consumer protection ?
14. Write a note on State Commission for consumer protection.
15. What are Grounds of filing a complaint, under Consumer Protection Act ?

Section C

*Answer any one question.
The question carries 10 marks.*

16. Explain nature and types of Unfair trade practices.
17. Explain how cases are disposed as per Consumer Protection Act ?

(1 × 10 = 10 marks)