

**FIRST SEMESTER UG DEGREE EXAMINATION, NOVEMBER 2025**

(FYUGP)

(Regular/Supplementary/Improvement)

**CC24UCOM1FM105(3) - CONSUMER AWARENESS AND PROTECTION**

(Commerce - MDC)

(2024 Admission onwards)

Time: 1.5 Hours

Maximum : 50 Marks

Credit: 3

**Part A (Short answer questions)**Answer ***all*** questions. Each question carries 2 marks.

1. Name two key roles of consumer protection agencies in 'Product Safety & Quality Control'. [Level:2] [CO1]
2. What is the primary focus of RTPs? [Level:2] [CO2]
3. What is the pecuniary jurisdiction of a District Commission? [Level:2] [CO3]
4. Name any two entities, other than an individual consumer, who can file a complaint. [Level:2] [CO4]
5. What is the purpose of the 'Verification' in a complaint? [Level:2] [CO4]
6. What are 'spurious goods'? [Level:2] [CO2]
7. What are the qualifications for a person to be appointed as the President of the NCDRC? [Level:2] [CO3]
8. What is a 'frivolous or vexatious complaint'? [Level:2] [CO4]
9. What is 'greenwashing'? [Level:2] [CO1]
10. What is the punishment for selling hazardous products? [Level:2] [CO4]

**(Ceiling: 16 Marks)****Part B (Paragraph questions/Problem)**Answer ***all*** questions. Each question carries 6 marks.

11. Explain the 'Right to Safety' and the 'Right to Redressal'. How do these two rights work together to protect a consumer? [Level:2] [CO1]

12. What are the UN Guidelines for Consumer Protection (UNGCP)? Explain their nature and purpose. [Level:2] [CO2]

13. Describe the composition and key advisory functions of the Central Consumer Protection Council (CCPC). [Level:2] [CO3]

14. What are the reliefs of 'Replacement of Goods' and 'Removal of Defects'? When is each typically granted? [Level:2] [CO4]

15. Discuss the role of the Supreme Court as the 'Final Appellate Court' in consumer disputes. What are the substantive grounds for filing an appeal? [Level:2] [CO3]

**(Ceiling: 24 Marks)**

**Part C (Essay questions)**

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

16. Consumer protection is not an impediment to business but a catalyst for sustainable economic growth. Analyze the multifaceted importance of consumer protection. [Level:2] [CO1]

17. In a service-dominant economy, the concept of 'deficiency in service' becomes the central pillar of consumer litigation. Elaborate on the legal definition of 'service' and its inherent characteristics. Furthermore, discuss in detail the concept of 'deficiency in service,' the grounds on which it is established. [Level:2] [CO2]

**(1 × 10 = 10 Marks)**

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