



**SECTION –A (SHORT/OBJECTIVE TYPE QUESTIONS)**  
(10x2=20 Marks)

- A. Consumer Protection Act is significant to  
a) Immovable Goods  
b) Movable Goods  
c) Particular Goods and Services  
d) All Goods and Services
- B. How many rights does a consumer have under the Consumer Protection Act?  
a) 8  
b) 6  
c) 4  
d) 5
- C. In which forum is it compulsory to have a female member?  
a) National commission  
b) State commission  
c) District commission  
d) All of the above
- D. \_\_\_\_\_ is the standardized mark on jewellery.  
a) IS  
b) FPO  
c) Hallmark  
d) CERC
- E. Within how many days does the opposite party have to answer after they are informed about the complaint?  
a) 30  
b) 5  
c) 20  
d) 15
- F. When the seller manipulates the price then it is  
a) Restrictive trade practices  
b) unfair trade practices  
c) caveat emptor  
d) none of the above
- G. Appeal against the district forum can be done in \_\_\_\_\_

- a) State forum  
b) high court  
c) national forum  
d) supreme court
- H. The consumer has right to get relief in case of defective goods/deficient services as per the.....  
a) Right to be informed  
b) Right to choose  
c) Right to be heard  
d) Right to seek redressal
- I. \_\_\_\_\_ describes e-commerce.  
a) Doing business offline  
b) Doing business electronically  
c) Surfing online  
d) Both A & B
- J. What is the main work of IRDA?

**SECTION –B (ESSAY TYPE QUESTIONS)**  
(5x10=50 Marks)

1. Who is consumer? What are the rights and responsibilities of consumer?
2. 'Today's world is boundary less in terms of commerce and trade'. Elaborate this statement in terms of liberalization and globalization.
3. Explain unfair trade practices and restrictive trade practices.
4. What do you understand by defects in goods, spurious goods and deficiency in services?
5. What is the grievance redressal mechanism and relief or remedies available under Indian consumer protection law?