

2112E026

**Bachelor of Vocation
Automotive Mechatronics
Subject: Consumer Affairs
Subject Code: ZBGE-304
Semester: Sixth
December 2021
Theory (External): 70 Marks
Time: 03 Hours**

Instructions to the Students

1. This Question paper consists of two Sections. All sections are compulsory.
2. Section A comprises 10 questions of objective type in nature. All questions are compulsory. Each question carries 2 marks.
3. Section B comprises 8 essay type questions out of which students need to do any 5. Each question carries 10 marks.
4. Read the questions carefully and write the answers in the answer sheets provided.
5. Do not write anything on the question paper.
6. Wherever necessary, the diagram drawn should be neat and properly labelled

Roll Number									

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

- A. Write a short note on nature of markets.
- B. What is the impact of globalization on Indian markets?
- C. Explain any relevant laws related to labelling and packaging?
- D. Name any two adjudicatory bodies.
- E. What is the role of Supreme Court in CPA?
- F. Explain temporary injunction.
- G. What is the role of real estate regulatory authority?
- H. What is the main function of FSSAI?
- I. Write a short note on national consumer helpline.
- J. What is Ag-mark?

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

1. Explain following concepts of pricing:
 - i. MRP
 - ii. Wholesale price
 - iii. GST
 - iv. Fair prices

2. What are the rights of consumer under consumer protection law? Differentiate between unfair trade practice and restrictive trade practices.
3. Explain the organizational setup of consumer protection councils on national, state and district level.
4. Who can file a complaint under grievance redressal mechanism? What is the procedure of filing a complaint and hearing a complaint? What is the limitation period for filling a complaint?
5. Explain any leading case decided under consumer protection law by Supreme court of insurance industry in detail.
6. Explain the role of IRDA in insurance sector for consumer protection. Also write a detailed note on insurance ombudsman.
7. How quality can be assured with different standardization process? Explain any two Indian standard marks in detail.
8. Why the consumer protection organizations are called 'watch dogs'? What is the role of consumer organization in consumer protection?

==END OF PAPER==