

Reg. No.:



Name:

University of Kerala

Y7719

Fourth Semester FYUGP Degree Examination, May 2026

Value Addition Courses

COMMERCE

UK4VACCOM200 - Consumer Rights and Protection

Academic Level: 200-299

2024 Admission

Time: 1 Hour 30 Minutes(90 Mins.)

Max. Marks: 42

**Part A. 6 Marks.Time:6 Minutes.(Cognitive Level:Remember(RE)/Understand(UN)) Objective Type. 1 Mark
Each.Answer all questions**

Qn No.	Question	CL	CO
1	The National Consumer Disputes Redressal Commission deals with cases where the value exceeds: Options : A)Rs.5 crore B)₹10 crore C)₹1 crore D)₹50 lakh	RE	2
2	A bank charges hidden fees without informing customers. This is: Options : A)Fair practice B)Unfair trade practice C)Consumer awareness D)Regulation	RE	4
3	Consumerism is the result of_____. Options : A)Consumer awareness B)Development of laws C)Mass production D)Due to high pricing	UN	1
4	A customer is forced to buy a combo product instead of a single item. Which right is affected here? Options : A)Right to choose B)Right to safety C)Right to education D)Right to information	UN	2
5	Recognize the Restrictive trade practices among following: Options : A)Free competition B)Limiting consumer choice	UN	1

Qn No.	Question	CL	CO
	C)Promoting exports D)Encouraging innovation		
6	E-Daakhil portal is related to: Options : A)Online shopping complaints B)Filing consumer complaints online C)Banking transactions D)Tax filing	UN	5

Part B. 8 Marks.Time:24 Minutes.(Cognitive Level:Understand(UN)/Apply(AP))Short Answer. 2 marks each.Answer all questions

Qn No.	Question	CL	CO
7	Name the regulators of banking, insurance, telecom, food, electricity, and real estate sectors.	UN	4
8	Differentiate defect and deficiency in consumer protection act.	UN	3
9	Show the role of digital platforms in consumerism.	AP	2
10	Execute the need for consumer rights.	AP	2

Part C. 28 Marks.Time:60 Minutes (Cognitive Level:Apply(AP)/Analyse(AN)/Evaluate(EV)/Create(CR)) Long Answer.7 marks each.Answer all 4 Questions choosing among options * within each question

Qn No.	Question	CL	CO
11	A) How would you apply the right to be informed while purchasing a packaged food product? OR B) A company advertises a health drink claiming “100% immunity boost.” After using it, consumers find no such benefit.Apply relevant consumer rights to identify the violation.	AP	3, 3
12	A) Analyse the causes of consumer disputes. OR B) Analyse how the use and through away culture promote consumerism.	AN	2, 2
13	A) Evaluate the importance of consumer protection laws in India in resolving consumer disputes and ensuring justice	EV	5, 5

Qn No.	Question	CL	CO
	OR B) Evaluate the role of awareness in enabling consumers to file complaints effectively.		
14	A) Design a policyholder awareness program explaining rights related to claims, disclosures, and grievance handling. OR B) Design a "Consumer Grievance Cell" structure for a Telecommunication company that follows TRAI guidelines and ensures rapid dispute resolution.	CR	4, 4