

Reg. No.:



Y7814

Name:

University of Kerala

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	Identify the year in which the Consumer Protection Act was enacted . Options : A)1975 B)1991 C)1986 D)1968	RE	3
2	Unfair trade practices in services include: Options : A)Honest service B)Misleading information C)Quality assurance D)Proper billing	RE	4
3	Consumerism developed mainly due to: Options : A)Increase in production B)Exploitation of consumers C)Government policies D) Globalization	UN	1
4	CONFONET was developed by: Options : A)Ministry of Finance B)Ministry of Consumer Affairs, Food and Public Distribution C)NITI Aayog D)Reserve Bank of India	UN	3
5	Name the organizations develops global safety and quality standards. Options : A)ISO B)WTO C)ILO D)IMF	UN	4
6	Which right ensures access to correct product details?	UN	3

Qn No.	Question	CL	CO
	Options : A) Right to Choose B) Right to Information C) Right to Redress D) Right to Safety		

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	List the three Consumer Disputes Redressal Agencies in India.	UN	3
8	Identify the characteristics of a mass consumer society.	UN	2
9	A customer is forced to buy a product due to lack of alternatives. Present which right is affected with reasons.	AP	4
10	Write two examples of unfair trade practices violating consumer rights.	AP	4

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) Examine the functions of consumer dispute redressal mechanism. OR B) Present how UN Guidelines be applied to improve consumer awareness programs.	AP	6, 6
12	A) Analyze the causes of consumer disputes. OR B) Analyze the history and evolution of consumerism in India.	AN	1, 1
13	A) Evaluate the importance of consumer rights in modern markets. OR B) Evaluate the role of Right to Information in preventing fraud.	EV	2, 2

Qn No.	Question	CL	CO
14	A) Develop a user-friendly system to guide consumers through the complaint procedure step by step. OR B) Design a comprehensive model explaining how consumer rights can be effectively protected in the service sector.	CR	6, 6