

Paper: COM-HE-6026**Consumer Affairs and Customer Care****Full Marks: 80 | Time: 3 Hours****Total printed pages: 8***The figures in the margin indicate full marks for the questions.**Answer either in English or in Assamese.***1. Answer the following questions: (1×10=10)**

- a. There is freedom of _____ in the market. (Fill in the blank)
- b. Customer dissatisfaction happens when purchased products or services fall beyond their _____. (Fill in the blank)
- c. Write the full form of DCDRF.
- d. What creates a uniform price policy throughout the country?
- e. Which date is observed as World Consumer Rights Day?
- f. COPRA is related to:
 - i. Environment-friendly products
 - ii. Organic products
 - iii. Protection of Consumer Rights
 - iv. Child Rights
- g. Which certificate is required for jewellers?
 - i. FPO mark
 - ii. BIS Hallmark
 - iii. AGMARK
 - iv. None of the above
- h. Who issues the ISI mark in India?
 - i. FSSAI
 - ii. NSO
 - iii. BIS
 - iv. Both (ii) and (iii)
- i. Which is not related to the right to choose?
 - i. Right to select only specific products
 - ii. Right to access a variety
 - iii. Right to be assured of quality
 - iv. None of the above
- j. The Central Consumer Protection Authority is a Regulatory Body. (True/False)

2. Answer in about 50 words each: (2×5=10)

- a. What is service?
- b. State two distinctions between wholesale price and retail price.
- c. What is Pecuniary Jurisdiction?
- d. State two grounds for deficiency in service for complaint registration.
- e. Define MRP (Maximum Retail Price).

3. Answer any four in about 150 words each: (5×4=20)

- a. What alternatives are available to dissatisfied consumers?
- b. Write a note on consumer complaining behaviour.
- c. How can mediation help in resolving consumer disputes?
- d. Discuss Citizen Charter developments for consumer protection in India.
- e. Explain provisions for penalties against unfair trade practices.
- f. How are consumer complaints handled in the telecom sector?

4. Answer any four in about 600 words each: (10×4=40)

- a. Explain market structures, merits and demerits.

OR

- b. Outline recent developments in consumer protection in India.
- c. Explain corporate and public redressal systems.

OR

- d. Describe advisory and adjudicatory bodies under the Consumer Protection Act.
- e. Discuss National Consumer Dispute Redressal Commission.

OR

- f. Highlight salient features of the Consumer Protection Act, 2019.
- g. Explain BIS Hallmarking Scheme and its benefits.

OR

- h. Discuss functions of the State Electricity Regulatory Commission.

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*** End of Question Paper ***

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