

NGM COLLEGE (AUTONOMOUS) POLLACHI  
END-OF-SEMESTER EXAMINATIONS: MAY – 2025  
UG COURSES (AIDED) MAXIMUM MARKS: 50  
IV SEMESTER TIME: 2 HOURS

**PART-IV: NON MAJOR ELECTIVE PAPER-I**

**CONSUMER AFFAIRS**

**SECTION – A (10 X 1 = 10 MARKS)**

**ANSWER THE FOLLOWING QUESTIONS.**

(K1)

**MULTIPLE CHOICE QUESTIONS**

1. Which organization is responsible for food safety regulations in India?  
a) RBI      b) FSSAI      c) IRDA      d) SEBI
2. What is the primary purpose of the consumer protection act?  
a) Protect businesses      b) Regulate stock markets  
c) Safeguarding consumer rights      d) Control inflation
3. The limitation period for filing a consumer complaint in India is generally.....  
a) Six months      b) One year      c) Two years      d) Five years
4. Which body is responsible for consumer protection at the national level in India?  
a) District forum      b) State commission  
c) National commission      d) Consumer ombudsman
5. Agmark is associated with.....  
a) Banking      b) Insurance      c) Agricultural products d) Industrial Safety

**ANSWER THE FOLLOWING IN ONE OR TWO SENTENCES.**

(K2)

6. Define Consumer. (K2)
7. What is the role of National Consumer Disputes Redressal Commission? (K2)
8. What are unfair trade practices? (K2)
9. What are defective goods? (K2)
10. When do consumers become dissatisfied? (K2)

**SECTION – B (5 X 8 = 40 MARKS)**

**ANSWER ANY FIVE OF THE FOLLOWING QUESTIONS.**

(K4/K5)

11. Who are called consumers? How do globalization and liberalization affect Indian consumers? )
12. Explain how consumers make buying decisions and what happens if they are unhappy with a product? (K4)
13. What are consumer rights? How do government bodies help to protect consumers? (K4)
14. How can a consumer file a complaint? What are the rules for filing it? (K4)
15. What are the fake and unnecessary complaints? What happens if someone files them? (K5)
16. How do FSSAI, RBI, IRDA protect consumers? (K4)
17. What are voluntary and mandatory standards? How do BIS and ISI help in consumer protection? (K4)
18. Why are international standards of ISO important for consumers? (K5)