

2023

COMMERCE

Full Marks : 80

Pass Marks : 32

Time : 3 hours

The figures in the margin indicate full marks
for the questions

Answer either COMHE6036 or
COMHE6036/COMRE6126

Group—B

Paper : COMHE6036

(Consumer Affairs and Customer Care)

1. Choose the correct option from the following
(any six) : 1×6=6

- (a) Which of the following persons is a consumer under the Consumer Protection Act, 1986?
 - (i) A person enjoying goods for free of cost
 - (ii) A person buying goods for reselling
 - (iii) A person buying goods for personal consumption
 - (iv) A buyer using goods for business use

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(Turn Over)

(b) Which type of consumers produces goods for self-consumption?

- (i) Direct consumer
- (ii) Domestic consumer
- (iii) Emotional consumer
- (iv) Impulsive consumer

(c) What is the pecuniary jurisdiction limit for the District Commission?

- (i) 20 lakh
- (ii) 50 lakh
- (iii) 1 crore
- (iv) Above 1 crore

(d) Which of the following redressal machineries under the Consumer Protection Act does not have appellate jurisdiction?

- (i) The District Consumer Redressal Forum
- (ii) The State Consumer Protection Commission
- (iii) The National Consumer Protection Commission
- (iv) All of the above

(e) Under which scheme, a person can move to the Court of Law in the greater interest of the society?

- (i) Public interest litigation
- (ii) Redressal forum
- (iii) Consumer organization
- (iv) All of the above

(f) Who can remove the Central Chief Information Commissioner?

- (i) The President of India
- (ii) The Prime Minister of India
- (iii) The Speaker of the Lok Sabha
- (iv) The Chief Justice of India

(g) As per the Consumer Protection Act, 1986, who establishes the 'District Forum' in each district?

- (i) The Deputy Commissioner of the district
- (ii) The District Judge
- (iii) The State Government
- (iv) The Central Government

(h) Which standardized mark is printed on gold jewellery?

- (i) AGMARK
- (ii) ISO 2009
- (iii) ISI
- (iv) Hallmark

(i) How many members are there in the Board of Governors of ASCI?

- (i) 15
- (ii) 16
- (iii) 17
- (iv) 18

(j) Who pays the laboratory test fees in case the District Commission sends anything for testing?

- (i) Complaint
- (ii) Opposite party
- (iii) Registrar of the District Commission
- (iv) Government

2. Answer the following questions (any five) : 2×5=10

- (a) Define labelling.
- (b) Define unfair trade practices as per the Consumer Protection Act, 1986.
- (c) Who can file a complaint?
- (d) What is mediation?
- (e) What is MRP?
- (f) What is the meaning of defects in goods?
- (g) What is meant by Indian Standard Mark?

3. Answer the following questions (any five) : 6×5=30

- (a) What is consumer satisfaction? Explain it.
- (b) Discuss the objective of forming the Central Consumer Protection Council under the Consumer Protection Act, 1986.
- (c) Mention the remedies available to a consumer against complaint under the Consumer Protection Act, 1986.

- (d) What are the salient features of the Banking Ombudsman Scheme?
- (e) Write the processes to file a consumer complaint in the District Forum.
- (f) Write a note on the National Consumer Helpline.
- (g) State the alternatives available to dissatisfied consumer.
- (h) Discuss the various rights of consumers recognized under the Consumer Protection Act, 1986.
- (i) What do you mean by product testing?
- (j) Write on the role of TRAI in consumer protection.

4. Answer the following questions (any two) : $10 \times 2 = 20$

- (a) State the rights of the consumers that are protected under the Consumer Protection Act, 1986. Also state the responsibilities of the consumers.
- (b) Discuss the pecuniary and territorial jurisdictions of the District Consumer Redressal Forum under the Consumer Protection Act, 1986.

- (c) Briefly explain the consumer grievances redressal mechanism by FSSAI.
- (d) State the evolution of consumer movement in India.

5. Answer the following questions (any one) : 14

- (a) Define market structure. Discuss the factors determining the kind of market structure.
- (b) Define consumer organization. Discuss the formation of consumer organization and their roles in consumer protection. $4+10=14$
- (c) Discuss the grounds on which a complaint can be made under the Consumer Protection Act, 1986. Who can file a complaint? State the time frame within which a complaint can be filed before the Consumer Dispute Redressal Agencies. $4+4+6=14$

Group—B

Paper : COMHE6036/COMRE6126

(Industrial Relations and Labour Laws)

1. Choose the correct answer from the following (any six) : 1×6=6

(a) How many components constitute the industrial relations system?

- (i) One
- (ii) Two
- (iii) Three
- (iv) Four

(b) Which of the following is not a characteristic of trade union?

- (i) Voluntary association
- (ii) Common goals
- (iii) Intermediary
- (iv) Individual action

(c) Find the odd one out among the following fundamental principles governing any grievance process.

- (i) Settlement at the lowest level

(ii) Settlement in favour of management

(iii) Settlement expeditiously as possible

(iv) Settlement to the satisfaction of the aggrieved

(d) 'Industrial democracy' means

- (i) democratic rights of the workers
- (ii) democratic rights to vote in election of people's representatives
- (iii) taking interest by the workers in their jobs
- (iv) consultation between the workers and the management

(e) The Industrial Disputes Act, 1947 provides for the setting up of the Works Committee in all concerns employing

- (i) more than five hundred workers
- (ii) more than fifty workers
- (iii) more than two hundred workers
- (iv) more than one hundred workers

(f) Under Section 2 of the Factories Act, 1948, a 'child' means a person who has not completed

- (i) twelfth year of age
- (ii) thirteenth year of age
- (iii) fourteenth year of age
- (iv) fifteenth year of age

(g) Which of the following is not a form of industrial dispute?

- (i) Strike
- (ii) On leave
- (iii) Boycott
- (iv) Gherao

(h) Which form of collective bargaining benefits both the employees and employers?

- (i) Distributive collective bargaining
- (ii) Integrative collective bargaining
- (iii) Attitudinal collective bargaining
- (iv) Intra-organizational collective bargaining

(i) As per the Factories Act, 1948, the floor of every workroom should be cleaned once in every

- (i) day
- (ii) month
- (iii) week
- (iv) hour

(j) All India Trade Union Congress (AITUC) was formed in 1920 and dominated by the

- (i) Congress Party
- (ii) Communist Party of India
- (iii) Bharatiya Janata Party
- (iv) Socialist Party

2. Answer the following questions (any five) : $2 \times 5 = 10$

(a) Explain two factors affecting industrial relations.

(b) Explain the concept of collective bargaining.

(c) Write two merits of workers' participation in management.

- (d) Mention two functions of trade union.
- (e) What is Gandhiji's view on trade union?
- (f) Mention two impacts of strike on the workers.
- (g) Define labour turnover.

3. Answer the following questions (any six) :

5×6=30

- (a) Bring out the significance of industrial relations.
- (b) Discuss the features of collective bargaining.
- (c) Explain the guidelines for handling grievances.
- (d) Under what conditions, a strike or a lock-out is illegal under the Industrial Disputes Act, 1947?
- (e) Explain the process of registration of trade union.
- (f) Write five distinctions between grievance and dispute.

- (g) What are the various provisions regarding welfare of workers under the Factories Act, 1948?
- (h) Explain the legal concept of discipline.
- (i) Write a brief note on the evolution of industrial relations in India.
- (j) Explain the importance of participative management.

4. Answer the following questions (any two) :

10×2=20

- (a) Discuss the different approaches to industrial relations.
- (b) Define industrial dispute. What are the causes of industrial dispute? 2+8=10
- (c) Define workers' participation in management. Discuss about the different levels of workers' participation in management practised in India. 3+7=10
- (d) What are the essential features of 'lay off' and 'retrenchment'? State the provisions for reemployment of retrenched workers under the Industrial Disputes Act, 1947. 5+5=10

5. Answer the following questions (any one) : 14

(a) What are the various authorities for the settlement of disputes under the Industrial Disputes Act, 1947?

(b) What are the different types of trade unions? Mention the rights of a recognized trade union. 4+10=14

(c) Explain the provisions of the Factories Act, 1948 regarding safety of workers.

DSEIB/ COMRE

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