

Model Question Paper 3
SALESMANSHIP AND CONSUMERISM 3

11th Standard

Commerce

Reg.No. :

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Answer all the Questions

Time : 00:45:00 Hrs

Total Marks : 25

6 x 1 = 6

Part A

- 1) Salesmanship involves the act of
(a) invasion (b) evasion (c) persuasion (d) division
- 2) The act envisages three tier quasi Judicial Machinery and they are.....
(a) supreme court, High court and District court (b) National commission, high court and District forum (c) National commission, State commission and District forum
(d) Supreme court, State commission and District forum
- 3) The Jurisdiction of District forum is.....
(a) The value of goods or services and compensation claimed is upto Rs. 5 Lakhs (b) The value of goods or services and compensation claimed is upto Rs. 10,000
(c) The value of goods or services and compensation claimed is upto Rs. 2 Lakhs (d) The value of goods or services and compensation claimed is upto Rs. 1 Lakhs
- 4) A complaint should be generally filed before the forum/commission within.....
(a) a reasonable time (b) one year from date of occurrence of cause of action (c) two year from date of occurrence of cause of action (d) No time limit is prescribed
- 5) Complaints should be generally filed before the forum/commission within.....
(a) a reasonable time (b) eight months (c) one year (d) 3 or 5 months (depending on analysis and testings)
- 6) Sale of Goods Act was passed in the year.....
(a) 1919 (b) 1930 (c) 1942 (d) 1959

Part B

1 x 2 = 2

- 7) Write short notes on "Consumer Guidance Society of India".

Part C

4 x 3 = 12

- 8) What are the consumer-oriented legislations in India
- 9) What are the special features of consumer protection act 1986?
- 10) Briefly, bring out consumer movement in Tamil Nadu
- 11) How does consumer protection act help the consumers?

Part D

1 x 5 = 5

- 12) Explain the salient features of the consumer protection act 1986
