

Roll No. ....

## **BBA–603**

### **Consumer Protection**

Bachelor of Business Administration  
(BBA–10/12/16/17)

Sixth Semester, Examination, 2018

**Time : 3 Hours**

**Max. Marks : 80**

**Note :** This paper is of **eighty (80)** marks containing **three (03)** Sections A, B and C. Learners are required to attempt the questions contained in these Sections according to the detailed instructions given therein.

#### **Section–A**

##### **(Long Answer Type Questions)**

**Note :** Section ‘A’ contains four (04) long answer type questions of nineteen (19) marks each. Learners are required to answer *two* (02) questions only.

1. Explain the relevance of consumer protection laws in modern day’s context.
2. What are the features of the Competition Act, 2002 ? What are the *three* main improvements in the Competition Act, 2002 as compared to the MRTP Act, 1969 ?
3. Discuss in detail the establishment of various dispute redressal agencies for consumer welfare in India.

**(B-67) P. T. O.**

4. Explain the provisions for constituting a district forum. What is the provision for an appeal against the order of a district forum ?

### **Section-B**

#### **(Short Answer Type Questions)**

**Note :** Section 'B' contains eight (08) short answer type questions of eight (08) marks each. Learners are required to answer *four* (04) questions only.

Discuss briefly on the following :

1. ASCI
2. Consumer
3. Objectives of the Sales of Goods Act
4. Consumer Welfare Fund
5. Caveat Emptor
6. Six statutory rights of consumers.
7. Complainant
8. The tort law

### **Section-C**

#### **(Objective Type Questions)**

**Note :** Section 'C' contains ten (10) objective type questions of one (01) mark each. All the questions of this section are compulsory.

Write true/false against the following :

1. A wrongful act or an infringement of a right is Tort.
2. Liberalization, Privatization and Globalization were effectively introduced in India in the year 1987.
3. Section 17 of Consumer Protection Act, 1986 lays down the provision for the jurisdiction of the State Commission.

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4. The maxim of caveat emptor means 'let the seller be aware'.

Fill in the blanks :

5. PATRA was established in the year 1917 ..... .
6. Quality certification FPO stands for ..... .
7. CCI stands for ..... .
8. ASCI stands for ..... .
9. Sales of Goods Act came into being in the year ..... .
10. Consumer or buyer behaviour is influenced by four major factors namely cultural, social, personal and ..... factors.