

7. Explain reliefs available under the Consumer Protection Act 1986.
8. What is the limitation period for filing of complaint under the consumer Protection Act 1986

BBA-603**Consumer Protection****(उपभोक्ता संरक्षण)****Bachelor of Business Administration****(BBA-10/12/16/17)****6TH Semester, Examination-2019****Time : 3 Hours****Max. Marks : 80**

Note : This paper is of Eighty (80) marks divided into two (02) Sections A and B. Attempt the questions contained in these sections according to the detailed instructions given therein.

Section–A**(Long Answer Type Questions)**

Note : Section 'A' contains Five (05) long-answer-type questions of Fifteen (15) marks each. Learners are required to answer any three (03) questions only. **(3×15=45)**

1. Define the following terms as used in the consumer protection act 1986 :

- (i) Consumer
 - (ii) Service
 - (iii) Deficiency
 - (iv) Manufacturer
 - (v) Trader
2. Explain the terms “unfair trade practice” and “restrictive trade practice” as defined under the Consumer Protection Act, 1986.
 3. Discuss how the Consumer Complaints Council (CCC) of ASCI has played an important role in dealing with some of the objectionable advertisements in the recent past.
 4. Discuss the powers of the consumer forums namely, district forum, state commission and national commission, under the Consumer Protection Act, 1986.
 5. Discuss in detail the objects of Consumer Protection Act. Briefly explain the salient features of the consumer protection act.

Section–B**(Short-Answer-Type Questions)**

Note : Section ‘B’ contains Eight (08) short-answer-type questions of Seven (07) marks each. Learners are required to answer any Five (05) questions only. **(5×7=35)**

1. Describe the need for consumer protection in India.
2. State the consumer's right against exploitation.
3. Discuss the composition and jurisdiction of the state commission.
4. 'Complainant means any person' Elucidate the statement.
5. Describe the enforcement mechanism of MRTP Act.
6. Discuss the role of ASCI in protecting the interests of the consumers.