

901

Total Pages : 3

Roll No. -----

BBA-603

Consumer Protection

Bachelor of Business Administration

(BBA-10/12/16/17)

Examination 2021 (Winter)

Time: 2 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 Twenty (20) marks each. Learners are required to answer any two (02) questions only.

[2 x 20 = 40]

Q.1. Why do consumers need protection? What are the various approaches to provide protection to the consumers?

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901

- Q.2. Differentiate between the doctrine of Caveat emptor and caveat vendor. What are the basics of consumer rights provided to consumers?
- Q.3. Define consumer protection Act, 1986. Explain the structure and powers of national commission in detail.
- Q.4. Write short notes on any two of the following:
- a) Consumer Sovereignty
 - b) U.N. Guidelines for Consumer Protection
 - c) Consumer Rights for Legal Services.
 - d) Consumer Rights and Post-Independence Scenario in India
- Q.5. What are advertising ethics? Explain the role of Advertising Standard Council of India in consumer's protection, in detail.

Section – B

(Short-answer-type questions)

Note: Section 'B' contains Eight (08) short-answer-type questions of Ten (10) marks each. Learners are required to answer any Four (04) questions only.

[4 x 10 = 40]

- Q.1. Who can file complaint? What is the limitation period for filing a complaint?
- Q.2. Discuss the powers and functions of MRTP Commission under MRTP Act 1969.
- Q.3. Discuss Economic development after independence.
- Q.4. Differentiate between MRTP Act and Consumer Protection Act.
- Q.5. Write short note on Advisory council for Consumer Protection.
- Q.6. Discuss the role of voluntary organizations for product testing.
- Q.7. Write a note on district forum and state commission.
- Q.8. State penalty for filling frivolous complaint under consumer protection Act, 1986.
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