

# C1213

Total Pages : 3

Roll No. ....

## BBA-603

### Consumer Protection

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

6th Semester Examination, 2022 (June)

**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.

(2×20=40)

1. What do you understand by consumer protection? Also discuss the legal and voluntary methods of consumer's protection.

2. Write short notes on any *two* :
  - (a) Period of limitation of filing complaint.
  - (b) Goods purchased for commercial purpose
  - (c) Caveat Emptor.
  - (d) Penalties under the Act.
  
3. “Consumer Rights can be protected if the consumer groups and organizations properly agitate and resist in the interest of consumers”. Support your views.
  
4. Define what consumer protection is? Also explain the various measures of consumer protection under the Monopolies and Restrictive Trade Practices Act, 1969.
  
5. Write a brief note on consumer's awareness. Discuss the role of media and government in spreading consumer awareness.

### **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. (4×10=40)

1. What are the various means of information for consumers? How consumer's information and knowledge protect consumer interests?

2. Discuss the territorial, pecuniary and appellate jurisdiction of the various consumer forums under the Act.
  3. Explain the terms 'Consumer' and 'Service' under the Consumer Protection Act, 1986. Give suitable illustrations.
  4. Briefly explains how advertising and sales promotion is being regulated in India.
  5. Discuss the composition and functions of the Central Consumer Protection Council.
  6. Discuss the concept of Restrictive Trade Practices and Unfair Trade Practices under the Act.
  7. Write a note on recent development in consumer protection movement in India.
  8. Discuss about national commission and also discuss its function and power.
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