

BBA-603

Consumer Protection

Bachelor of Bussiness Administration

(BBA-10/12/16/17)

Sixth Semester Examination2019

Time:3 Hours

Maximum Marks:80

Note : This paper is ofEighty (80) marks containing three sections A,B & C. Learners are required to attempt the questions contained in these sections according to the detailed instruction given therein

Section –A

(Long - Answer- Type question)

Note : Section 'A' contains four (04) long-answer-type question of Nineteen(19) marks ach.learners are required to answer any two(02) question only.
(2x19=38)

1. What role do media and the government play in spreading awareness among consumera?
2. How are the voluntry organization faciltate the process of product testing?
3. What are the diffeerences between the Competition Act;2002 and MRTP Act; 1969?

4. Discuss in details the establishment of various dispute redressal agencies for consumer welfare in India.

Section – B

(Short-Answer-Type Question)

Note : Section 'B' contains eight(08) short answer type questions of Eight (08) marks each.Learners are required to Answer any four (04) Questions only.Answer of these question must be restricted to two hundred fifty (250) words approximatally.

(4x8=32)

Discuss any four of the following question-

1. Unfair trade practices
2. Restrictive Trade Prectices.
3. Consumer sovereignty in the free market scenario.
4. Economic development after independence.
5. Distinction between goods and servies.
6. Complainant.
7. Consumer rights
8. Caveat Emptor

Section –C
(Objective-Type Question)

Note : Section 'C' contains ten(10) questions of one (01) mark each. All the questions of this section are Compulsory. (10x1=10)

Write true/false againsts the following;

1. Money and actionable claims cannot be counted as good.
2. The two characteristics of consumers are they are intangible and perishable.
3. Consumer includes all those who buy goods or hire or avail if services.
4. The first consumer cooperative came into being in the US and the UK in 1844.
5. The consumer Welfare Act was set-up the Department of Revenue in 1971.

Fill in the blanks;

6. A wrongful act or an infringement of a right is known as.....

7. Section.....of the Consumer Protection Act,1986 lays down the provision for the composition of the National Commission.
8. ASCI stands for.....
9. PATRA stands for.....
10. CGSI stands for.....