

Total No. of Printed Pages : 4

Roll No.....

BBA-603
CONSUMER PROTECTION
Bachelor of Business Administration
(BBA-10/12/16/17)

6th Semester, Examination-2020

Time Allowed : 2 Hours

Maximum Marks : 80

Note : This paper is of Eighty (80) marks divided into Two (02) sections A and B. Attempt the question 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. Discuss the various rights of consumers recognised under the Consumer Protection Act, 1986 which are to be promote and protected by the consumer protection councils.
2. What are the objectives of MRTP Act, 1986? Explain in detail MRTP Act, 1964.
3. Briefly discuss ASCI's code for self regulation in advertising.
4. Discuss the grounds on which a complaint can be made under the Consumer Protection Act, 1986. Who can file a complaint?

Describe the time frame within which a complaint can be filed before the consumer disputes redressal agencies as provided under the consumer protection act, 1986.

5. Explain the word 'consumer' under the Consumer Protection Act with suitable examples. What are the basic rights available to the consumers?

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. Critically examine the Consumer Protection Act, 1986.
2. Comment on the need of Consumer Protection in a free market economy.
3. Explain the Composition and Jurisdiction of district forums.
4. Discuss the role of ASCI in regulating advertising in India.
5. Discuss the basic objectives of the MRTP Act.

6. Explain the nature and scope of the remedies under the Consumer Protection Act, 1986.
7. Write a short note on deficiency in service.
8. Write a short note on commercial purpose under the Consumer Protection Act, 1986.
