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BBA 6th Semester (N. S.) 2014-17

Examination – April, 2019

CONSUMER PROTECTION

Paper : BBAN-604

Time : Three Hours]

[Maximum Marks : 80

Before answering the questions, candidates should ensure that they have been supplied the correct and complete question paper. No complaint in this regard, will be entertained after examination.

Note : Section A contains eight short answer type questions of two marks each. All the questions are compulsory. Section B attempt four questions in all, selecting one question from each Unit. All questions carry equal marks.

SECTION – A

1. Write short notes on the following :

- (a) Caveat Vendor
- (b) Right to Safety
- (c) Consumer sovereignty
- (d) Complaint
- (e) Consumer awareness
- (f) Voluntary organization
- (g) Ethical advertising
- (h) Consumer information

SECTION - B

UNIT - I

2. Explain the concept of consumer. Discuss various types of consumers. Explain consumer buying motives.

3. Discuss the doctrine of caveat emptor. Discuss various approaches to consumer protection. Why consumers need protection?

UNIT - II

- 4. What is the Consumer Protection Act, 1986? Explain the structure and powers of state commission in detail.
- 5. Explain the procedure of filing a complaint in district forum. Who can file a complaint? What are the reliefs available under the act?

UNIT - III

- 6. What is competition act? Discuss its important provisions. How these provisions have helped in consumer protection?
- 7. Discuss the process of formation and registration of a voluntary consumer organization. Explain the role of media in spreading consumer awareness with examples.

UNIT - IV

8. What are the recent developments in consumer protection movement ? How consumer knowledge protect consumer interests ?
9. What is ethical marketing ? How it helps in consumer protection ? Discuss the role of Advertising Standard Council of India in consumer protection.