

Roll No.

57554

**BBA 6th Semester (N.S.) 2014-17
Examination – November, 2018**

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 emptor
- (b) Right to Information
- (c) CPA 1986

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- (d) Voluntary consumer organizations
- (e) District Forum
- (f) Ethical Marketing
- (g) Competition act
- (h) Appeals

SECTION – B

UNIT – I

- 2. Why do consumers need protection? What are the various approaches to provide protection to the consumers?
- 3. Differentiate between the doctrines of Caveat emptor and Caveat vendor. What are the basic Consumer rights provided to consumers?

UNIT – II

- 4. What is the Consumer Protection Act, 1986? Explain the structure and powers of national commission in detail.
- 5. Explain the procedure of filing a complaint under the Consumer Protection Act in detail. What are the penalties and reliefs available under the Act?

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UNIT – III

- 6. What are the voluntary consumer organizations? How are they formed? What is their role in providing protection to consumer?
- 7. Write a brief note on consumer awareness. Discuss the role of media and government in spreading consumer awareness.

UNIT – IV

- 8. What are the various means of information for consumers? How consumer information and knowledge protect consumer interests?
- 9. What are advertising ethics? Explain the role of Advertising Standard Council of India in consumer protection in detail.

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