

5. What is the procedure of filing a complaint under CPA, 1986?

Unit-III

6. What is the role of voluntary consumer organisation in creating consumer awareness?

7. Write a detailed note on MRTP Act.

Unit-IV

8. Discuss in detail about the consumer information and knowledge as means of protection.
9. What is ethical marketing as an instrument of Consumer Protection?

Roll No.

57054

B.B.A. (Re-appear) 6th Sem. (N.S.)

Examination - November, 2016

Consumer Protection

Paper-Bba-604

Time : 3 hours

Max. 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 the examination.

Note : The question paper is divided in two sections. Section-A comprising eight short answer type questions carrying two marks each and is **compulsory**. Answer to each question should not exceed 50 words. Section-B comprising eight questions (2 questions from each unit).

The students have to attempt **four** questions selecting **one** question from each unit. All questions carry equal Marks.

Section-A

1. Short answer type questions :

- (a) Spell out different types of consumer.
- (b) What is the need for consumer to be protected ?
- (c) What is the organisational structure consumer protection?
- (d) Role of government in creating consumer awareness.
- (e) How the consumer can be informed ?

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- (f) What do mean by caveat venditor?
- (g) Enlist basic consumer rights.
- (h) Write in brief about consumer sovereignty.

Section-B

Unit-I

- 2. What are buying motives and also discuss the concept of doctrines of Caveat Emptor?

- 3. What are the basic consumer rights? Also discuss in detail different approaches of consumer protection.

Unit-II

- 4. Write in detail about Organisational set up for consumer protection under CPA, 1986.

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