

57054

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

Examination–December, 2015

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 : Section-A contains eight short answer type questions of two marks each and is **compulsory**. In Section-B, attempt **four** questions, selecting **one** from each unit. All questions carry equal marks.

Section-A

1. Conceptualize the following terms. [16]
(a) Consumer buying motive

- (b) Caveat emptor
- (b) Relief
- (d) Consumer movement
- (e) CPA
- (f) Consumer knowledge
- (g) Competition Act.
- (h) Govt. initiative for consumer awareness.

Section-B

Unit-I

2. Explain various types of consumers. What are the approaches to consumer protection ?
3. Discuss the doctrine of caveat venditor and its implications. Explain the exceptions to caveat emptor.

Unit-II

4. Discuss the process of filing a complaint in district forum and the jurisdiction of this forum.

5. Explain the provisions of Consumer Protection Act (1986). Who can file a complaint and what is its procedure ?

Unit-III

6. Discuss the provisions of Competition Act. What are its objectives and upto what extent it has helped in consumer protection.
7. Discuss the role of media and government in consumer awareness with the help of few examples.

Unit-IV

8. What is consumer movement. List out the recent developments in this field. How can these movements be strengthened?
9. Discuss the role of Advertising Standard Council of India in consumer protect. How does it control misleading advertisements ?
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