

Roll No. ....

**57554**

**BBA 6<sup>th</sup> 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

- (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 ?

### 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.