

Roll No.

57554

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

Examination – July, 2021

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 : Attempt *compulsory* Question No. 1 from Section – A and *four* questions from Section – B (*one* question from each Unit). All questions carry equal marks.

SECTION – A

1. Briefly explain the following :

- (a) Who is a consumer ?
- (b) Caveat emptor
- (c) Deficiency of services

- (d) Consumer protection
- (e) Well informed consumer
- (f) Self-regulation
- (g) Ethics in business
- (h) Unethical trade practices

SECTION - B

UNIT - I

- 2. Highlight the need for consumer protection. Describe various approaches to consumer protection.
- 3. Explain the meaning and parameters of consumer sovereignty. Which factors influence it?

UNIT - II

- 4. What was the need for Consumer Protection Act (CPA) ? Discuss the major provisions of CPA.
- 5. Which types of complaints can be/can not be filed under CPA ? How can a complaint be filed ?

UNIT - III

- 6. Highlight the objectives of Competition Act. Critically evaluate its major achievements related to consumer protection.

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- 7. What are the benefits of consumer awareness ? What role can government play in consumer awareness ?

UNIT - IV

- 8. Explain the meaning and usefulness of consumer protection movements. How can they be made more effective ?
- 9. Write notes on :
 - (a) Sources of consumer information.
 - (b) Role of ethical marketing in consumer protection.

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