

Roll No.

OLE-57554

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

Examination – April, 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 : Section – A is *compulsory*. Attempt *four* questions from Section – B (*one* question from each unit).

SECTION – A

1. Write short notes on the following :

- (i) Appeal.
- (ii) Caveat venditor.
- (iii) Consumer Awareness.
- (iv) District forum.

- (v) Right to information.
- (vi) Consumer Awareness.
- (vii) Advertising Ethics.
- (viii) Basic consumer rights.

SECTION – B

UNIT – I

2. What is the concept of consumer sovereignty ? What do you understand from consumer rights ?
3. What are the basic approaches to provide protection to the consumers ? Why do we need to safeguard consumer interest ?

UNIT – II

4. What is Consumer Protection Act, 1986 ? Explain the structure & power of national commission in detail ?
5. What are the measures government had taken for consumer protection of India. What are the penalties & reliefs available under CPA, 1986 ?

UNIT – III

6. How do you define competition act and what are the provisions taken for consumer protection under this act ?

7. Write a brief note on consumer awareness. Discuss the role of media and government in spreading awareness.

UNIT – IV

8. What are the sources of consumer information and how consumer protection awareness helps to protect consumers ?
 9. Write down the role of Advertising Standard Council of India in consumer protection.
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