

Roll No.

57554

**BBA 6th Semester (New Scheme)
Examination – December, 2022**

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 (Question No. 1) is compulsory. Attempt four questions from Section-B (selecting one question from each Unit).

SECTION – A

1. Write note on the following :

8 × 2 = 16

- (a) Consumerism
- (b) Doctrine of Caveat emptor

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- (c) Unfair trade practices
- (d) Consumer awareness
- (e) District Forum
- (f) Code of conduct
- (g) Voluntary consumer organizations
- (h) Right to information

SECTION - B

UNIT - I

- 2. Discuss the types of consumers and state their problems. 16
- 3. What is doctrine of caveat venditor ? Are there any expectations to this doctrine ? If yes, explain. 16

UNIT - II

- 4. Explain the provisions relating to consumer protection under the Essential Commodities Act, 1981. 16
- 5. What do you mean by complaint ? Explain the procedure for filing a complaint. 16

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- 6. Explain the role & problems of voluntary consumer organizations. 16

UNIT - III

- 7. Describe the various steps taken by Indian business to protect the interest of consumers. 16

UNIT - IV

- 8. What do you mean by ethics in marketing ? Discuss ethical functions of marketing. 16
- 9. Describe consumer knowledge & information. Write its importance for consumer protection. 16

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