

BBAN 600 Semester, (N.S.) 2014-17

Examination, May-2023

**CONSUMER PROTECTION**

Paper - BBAN-604

Time allowed : 3 hours]

[Maximum marks : 80

*Before answering the questions, candidate 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). All questions carry equal marks.*

**Section-A**

1. Write short notes on the following :
- (i) Caveat Emptor
  - (ii) Right to Information
  - (iii) CPA 1986
  - (iv) District Forum

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- (v) "Jago gtrhak jago" campaign.
- (vi) Powers of State Commission
- (vii) Consumer buying motives
- (viii) Ethical Marketing

**Section-B**

**Unit - I**

- 2. Differentiate between doctrine of caveat emptor and Caveat vendor. Explain the rights of a consumer?
- 3. Why do consumers need protection? What are the various approaches to provide protection to consumers?

**Unit - II**

- 4. What is Consumer Protection Act, 1986? Explain the structure and powers of National Commission.
- 5. Explain the procedure of filing a complaint in Consumer Protection Act in detail. What are the penalties and punishment under this Act?

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**Unit - III**

- 6. Write a brief note on consumer awareness. Discuss the role of Government and media in providing protection to consumer.
- 7. What do you understand by business self regulation? Support your answer with relevant examples?

**Unit - IV**

- 8. What are the various means of information to consumers? How consumer knowledge and information protects consumer interest?
- 9. Explain in detail the role of Advertising Standard Council of India in consumer protection.

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