

Roll No.

57554

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

Examination – April, 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 is *compulsory*. Attempt *four* questions from Section – B, selecting at least *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) "Jaago Grahak Jaago" Campaign

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- (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 provided protection to the consumers ? <http://www.HaryanaPapers.com>
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 speeding 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 ?