

**A-0833**

**Total Pages : 4**

**Roll No. -----**

**BBA-603**

**Consumer Protection**

Bachelor of Business Administration (BBA)

6<sup>th</sup> Semester Examination 2024(Dec.)

Time: 2:00 hrs

Max. Marks: 70

Note : This paper is of Seventy (70) marks divided into Two (02) Section A and B. Attempt the questions contained in these sections according to the detailed instructions given therein. Candidates should limit their answers to the questions on the given answer sheet. No additional (B) answer sheet will be issued.

P.T.O.

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## **Section-A**

### **(Long-Answer-Type Questions)**

Note : Section 'A' contains Five (05) long-answer-type questions of Nineteen (19) marks each. Learners are required to answer any Two (02) questions only.

[2x19=38]

- Q.1. What is the concept of consumer sovereignty? How does it impact consumer rights and business practices?
- Q.2. Explain the procedure of filing a consumer complaint and the relief available under the Consumer Protection Act, 1986.
- Q.3. Discuss the organizational setup of consumer protection councils at the national and state levels. What are their functions and powers?
- Q.4. Discuss the role and responsibilities of consumers under the MRTP Act.
- Q.5. What is the role of the Advertising Standards Council of India in promoting business self-regulation? Discuss its impact on consumer protection.

**Section-B**  
**(Short-Answer-Type Questions)**

Note : Section 'B' contains Eight (08) short-answer-type questions of Eight (08) marks each. Learners are required to answer any Four (04) questions only.

[4x8=32]

- Q.1. Why is consumer protection important?
- Q.2. Name two legal and two voluntary methods of consumer protection.
- Q.3. What are the basic provisions of the Consumer Protection Act, 1986?
- Q.4. Name three consumer rights guaranteed under the Consumer Protection Act.
- Q.5. What is an unfair trade practice? Briefly explain with examples.

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- Q.6. Describe restrictive trade practices.
- Q.7. Name two recent developments in the consumer protection movement in India.
- Q.8. What is the role of voluntary consumer organizations in consumer protection?

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