

A-0784

Total Pages : 3

Roll No.

BBA-603

Bachelor of Business Administration (BBA)

(Consumer Protection)

Examination, June 2025

Time : 2:00 Hrs.

Max. Marks : 70

Note :- This paper is of Seventy (70) marks divided into Two (02) Sections '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.*

Section-A

(Long Answer Type Questions) 2×19=38

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.

1. Why is consumer protection necessary ? Discuss the methods of consumer protection, both legal and voluntary.
2. Describe the measures of consumer protection in India as outlined in the Consumer Protection Act, 1986.
3. What are unfair trade practices and restrictive trade practices under the MRTP Act, 1969 ? How can consumers seek remedies against them ?
4. Discuss the recent developments in the consumer protection movement in India and their impact on consumer rights.
5. Analyze the role of the media and government in raising consumer awareness. Provide specific examples.

Section–B

(Short Answer Type Questions) 4×8=32

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.

1. What are consumer buying motives ?
2. Differentiate between the doctrines of caveat emptor and caveat venditor.
3. What is the role of the National Consumer Protection Council ?
4. What is the procedure for filing a consumer complaint ?
5. How does the MRTP Act address monopolies ?
6. What are the roles of consumers under the MRTP Act ?
7. What is the role of the Advertising Standards Council of India in consumer protection ?
8. How does product testing help consumers ?
