

No. of Printed Pages : 03

Roll No.

F-154

B.B.A. EXAMINATION, Dec. 2017

(Sixth Semester)

(Re-appear Only)

(BBA)

BBA-308

CONSUMER PROTECTION

Time : 3 Hours]

[Maximum Marks : 70

Before answering the question-paper candidates should ensure that they have been supplied to correct and complete question-paper. No complaint, in this regard, will be entertained after the examination.

Note : Attempt *Five* questions in all, selecting at least *one* question from each Unit.

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P.T.O.

Unit I

1. Is there a need for consumer protection since the companies are providing all the necessary information to the consumers ? Justify your answer. **14**
2. (a) Consumer's sovereignty. **7**
(b) Consumer buying motives. **7**

Unit II

3. Explain the organizational set up for consumer protection under CPA and how do you think this organizational set up helping consumer protection in India. **14**
4. The government of India has enacted Consumer Protection Act in 1986 for protection of consumers' interest then why so many consumer disputes are arising. Discuss. **14**

Unit III

5. Elaborate MRTP Act and Competition Act provision relating to consumer protection. **14**

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6. Why consumer awareness is necessary in India ? Design a consumer awareness campaign against spurious drugs for rural consumers which will be launched by Government of India in rural India. **14**

Unit IV

7. (a) Consumer information and knowledge as means of protection. **7**
(b) Sources of consumer information. **7**
8. Discuss the evolution of consumer movement in India and recent development in consumer protection movement. **14**

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