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Roll No.

F-154

B. B. A. EXAMINATION, May 2018

(Sixth Semester)

(Main & Re-appear)

CONSUMER PROTECTION

BBA308

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. All questions carry equal marks.

(3-53/1) M-F-154

P.T.O.

Unit I

1. Discuss the need of consumer protection in India and how the consumer exploitation can be stopped. **14**
2. Why consumer sovereignty so important and how the consumer rights are useful for consumers in today's competitive market ? **14**

Unit II

3. Explain the organizational set up for consumer protection under CPA and how these organizational set up helping the Indian consumers. **14**
4. A consumer has purchased a LED TV from a consumer electronic company but after one month the TV is not functioning and the warranty period is not yet over. The consumer complained to the company for service but the company was not providing the service promised under warranty period. Suggest him about procedure to file a complaint against this company and relief available under CPA. **14**

Unit III

5. What Competition Act enacted and how Competition act different from MRTP ACT ? **14**
6. Evaluate the role of media and government in spreading the consumer awareness and why the awareness in very poor both in urban and rural areas. **14**

Unit IV

7. Analyze the role of Advertising Standard Council of India in Consumers protection and analyze some recent advertisement disputes that referred to Advertising Standard Council of India. **14**
8. Elaborate the recent development in consumer protection movement in India. **14**