

No. of Printed Pages : 03

Roll No.

F154

B.B.A. EXAMINATION, May 2019

(Sixth Semester)

(Main & Re-appear)

(BBA)

BBA308

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. All questions carry equal marks.

(3-16/14)M-F154

P.T.O.

Unit I

1. Discuss the various approaches to consumer protection in India. **14**
2. Write short notes on the following :
 - (a) Patronage Motives **7**
 - (b) Consumer Sovereignty. **7**

Unit II

3. Explain briefly the various laws relating to consumer protection in India. **14**
4. Discuss the organizational set up for consumer protection under CPA. **14**

Unit III

5. “The government plays a very important role in consumer awareness.” Explain. **14**
6. Describe the procedure for registration of consumer organisation. Also, list the problems of voluntary consumer organisations. **14**

Unit IV

7. Throw light on the role of advertising Standard Council of India in Consumer protection. **14**
8. Write short notes on the following :
 - (a) Consumerism **7**
 - (b) Sources of consumer information. **7**