

Section-A

Roll No. :

Total No. of Questions : 9] [Total No. of Pages : 3

57824

**B.B.A. (Bus. Eco.) 3rd Semester
Examination, March-2021
(New Scheme)
(Batch 2014-17)**

**CONSUMER PROTECTION
Paper-BBEN-304**

Time : Three Hours] [Maximum Marks : 80

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

Note :- Section-A contains eight short answer type questions of 2 marks each. All questions are compulsory. Section-B attempt four questions in all, selecting *one* question from each Unit. All questions carry equal marks.

1. Answer the following :
 - (a) Need based consumers
 - (b) Caveat emptor *selu*
 - (c) Right to seek redressal
 - (d) Powers of district forum
 - (e) Black marketing
 - (f) Fraud
 - (g) Role of media in consumer protection
 - (h) Voluntary organization

Section-B

Unit-I

2. Explain the term consumer protection. What are the voluntary methods of consumer protection ? ✓
3. (a) Who is a consumer and what are the consumers buying motives ? ✓
(b) What is the need of consumer protection ?

Unit-II

4. What are the powers and jurisdiction of consumers protection council in India ?
5. Discuss the latest amendments in Consumer Protection Act. What are the various forms of consumer protection ?

Unit-III

6. What are the remedies available for consumer protection under restrictive trade practices ?
7. Explain various unfair trade practices in marketing. <https://www.mdustudy.com>

Unit-IV

8. As we know different organizations are involved in protection of consumers. Explain the role of such voluntary organizations.
9. Does media plays a significant role in spreading the consumer awareness. If yes, then how ?