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**UTTARAKHAND OPEN UNIVERSITY, HALDWANI (NAINITAL)**



**Programme Name-BBA-Sixth Semester**  
**Programme Code- BBA-12**  
**Course Name- Consumer Protection**  
**Course Code-BBA 603**

**Maximum Marks-40**

**Session -2015-16, Summer**  
**Last Date of Submission: 15<sup>th</sup> May, 2016**

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**Section-A**

Section 'A' contains 08 short answer type questions of 5 marks each. Learners are required to answer 4 questions only. Answers of short answer-type questions must be restricted to 250 words approximately.

**Discuss the following (1-8) –**

1. Types of Consumers
2. Government's role in Consumer Awareness
3. Competition Act, 2002
4. Future Challenges to Consumer Movement
5. Rationale of Consumer Education
6. Consumer Sovereignty
7. Unfair trade practices
8. Formation and Registration of Voluntary Consumer Organisation

**Section-B**

Section 'B' contains 04 long answer-type questions of 10 marks each. Learners are required to answer 02 questions only.

1. Explain the relevance of consumer protection laws in the present scenario.
2. Give a detailed account of the development of the Consumer Rights Movement in India.
3. Write a note on machinery of redressal under consumer protection.
4. Discuss the various rights available to consumers under the Consumers Protection Act, 1986.