



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 -2016-17, Summer

Last Date of Submission: 31st May, 2017

Section-A

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

Discuss the following (1-8) –

1. Concept of Consumer
2. Caveat Emptor and Caveat Venditor
3. Need for Consumer Protection.
4. Consumer Dispute Redressal Agencies
5. The Tort Law.
6. Main features of Competition Act, 2002 .
7. Government Role in Consumer Awareness.
8. Need for Advertising Standard Council of India.

Section-B

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

1. Explain the relevance of consumer protection laws in modern day's context.
2. Explain the procedure of forming and registering a voluntary organization in India.
3. What do you mean by Consumerism? Discuss the growth of consumerism in India.
4. Discuss the provision for lodging a complaint in a district forum. What does the district forum do after receiving the complaint?