

**COURSE: B.COM (HONS.)**

**SEMESTER-VI**

**PAPER: CONSUMER AFFAIRS AND CUSTOMER CARE**

**QUESTION BANK**

1. "Everyone in this World, of whatever status, is a consumer, from birth to death." In the light of this statement explain the term 'consumer'.
2. "Motivation is the driving force within individuals that impels them for action." Elucidate the reasons that motivate consumers to buy goods and services.
3. Explain consumer's right to safety and right to information as mentioned in the Consumer Protection Act, 1986. When is the World Consumer's Day celebrated?
4. Briefly explain the stages in the consumer buying process. Do all consumers pass through all the stages in buying, say toothpaste or a new car?
5. Explain the following terms with the help of examples:
  - a. MRP: A Deceptive Price
  - b. Grey Market
  - c. Concept of Wholesale and Retail price
6. "Consumers face huge problems because of the deficiency in service by the builders". Cite any leading case in the Housing and Real Estate sector decided by the Supreme Court of India or National Commission under the Consumer Protection Act, 1986.
7. Discuss the objects and composition of Consumer Protection Councils at the Centre, State and District Level? Also, mention the role of consumer redressal forums in speedy handling of consumer grievance.
8. Explain the terms defective goods and deficiency in service as defined under the Consumer Protection Act, 1986.
9. Write a note on consumer organisations and their role in the consumer movement. Mention any three Voluntary Consumer Organisations (VCO's) working for consumer welfare in India.
10. Write a note on "Anti Competitive agreement"
11. Explain the following terms from the Competition Act, 2002:
  - a. Abuse of Dominant position
  - b. Regulation of Combinations
12. Explain how Comparative Testing helps consumers in providing unbiased information?

13. Write the powers, composition and jurisdiction of the District Forum under the Consumer Protection Act, 1986

14. Write the various laws having vertical application for regulating advertisements.

15. Write short notes on the following:

a. Role of Banking Ombudsman

b. FSSAI and its role in food safety

c. ISO 10000

d. Code of INS in regulating misleading advertisements

16. Briefly explain some of the recent initiatives that have been taken by the Government for Consumer Protection in India.