

Unique Paper Code : 52417609
Name of the Paper : Consumer Protection
Name of the Course : B. Com (Prog.) Sem VI
Semester : VI

Duration : 2 Hours.

Maximum Marks: 75

Instructions for Candidates

1. Attempt any four Questions.
2. All questions carry equal marks.

Q1.What does the term 'consumer' mean under the Consumer Protection Act, 1986?

Which of the following is and which is not a consumer under the Act:

- a) user of goods
- b) buyer of goods for resale
- c) buyer of goods for commercial purposes

Q2 Mention the six consumer rights available to Indian consumers under the Consumer Protection Act, 1986. Also write the relevance and the when the World Consumer Right's Day is celebrated?

Q3"Reliable banking services are an essential feature of a well-functioning economy". In the light of this statement explain the nature of complaints and procedure for approaching Banking Ombudsman for easy redressal of consumer complaint in the banking sector?

Q4 "Consumers are cheated because they are unorganised". In the light of statement explain the role and importance of consumer organisations in empowering consumers in India.

Q5 A wedding in any Indian household is characterized by the purchase of gold jewellery. What suggestions would you like to offer to your family for the purchase of gold jewellery for a wedding or other purpose? Examine the role of hallmarking by BIS in helping you as a consumer.

Q6 Write short notes on any three:

- a. Consumer buying behaviour
- b. Insurance Ombudsman
- c. National Consumer Dispute Redressal Commission(NCDRC)
- d. Misleading Advertisements
- e.MRP