

2101258

BACHELOR OF VOCATION
BPM and Analytics
Subject: Consumer Affairs
Subject Code: ZBGE302
Semester: Fifth
January 2021
Theory (External): 70 Marks
Time: 03 Hours

Instructions to the Students

1. This Question paper consists of two Sections. All sections are compulsory.
2. Section A comprises 10 questions of objective type in nature. All questions are compulsory. Each question carries 2 marks.
3. Section B comprises 8 essay type questions out of which students need to do any 5. Each question carries 10 marks.
4. Read the questions carefully and write the answers in the answer sheets provided.
5. Do not write anything on the question paper.
6. Wherever necessary, the diagram drawn should be neat and properly labelled

Roll Number											

SECTION –A (SHORT/OBJECTIVE TYPE QUESTIONS)
(10x2=20 Marks)

- A. What is consumer?
- B. What is E-Commerce?
- C. Differentiate customer and consumer?
- D. What is Consumer Protection Law?
- E. Explain IRDA.
- F. What is ISI (Indian Standards Mark)?
- G. Explain Hallmarking?
- H. What is Redressal Mechanism?
- I. What do you mean by UTP?
- J. Explain right of consumer?

SECTION –B (ESSAY TYPE QUESTIONS)
(5x10=50 Marks)

1. What is Restrictive Trade Practices and Unfair Trade Practices. Differentiate both with suitable examples.
2. What is Consumer Protection Act? Explain rights and duties of consumer?
3. Explain various contemporary issues in consumer affairs with an example
4. What are the various forum and redressal techniques under consumer protection law?
5. Define Retail and Wholesale Price. Also explain concepts of MRP, GST and Fair Price.
6. Explain ISO and its role in consumer market.
7. Write down about RBI and Banking Ombudsmen. Also explain Insurance Ombudsman
8. **CASE STUDY.**
Ronit Raj, a marketing manager is a patient of diabetes for which he takes medicines regularly. One day, on his tour to Patna, he met with an accident and was hospitalized. Due to Doctor's negligence a delicate nerve of his right leg was cut rendering him crippled throughout his life. Identity the consumer right that has been violated by the doctors under the Consumer Protection Act 2019 in the above situation.

END OF PAPER