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200901

BACHELOR OF VOCATION
Automotive Manufacturing
Automotive Mechatronics
Subject: Consumer Affairs
Subject Code: ZBGE-304
Semester: Sixth
September 2020
Theory (External): 70 Marks
Time: 03 Hours

INSTRUCTIONS TO THE STUDENTS

1. Read the questions carefully and write the answers in the answer sheets.
2. Wherever necessary, the diagram drawn should be neat and properly labelled.
3. This questions paper comprises of 6 questions out of which student need to attempt any 3 questions.
4. All questions carry equal marks.
5. The time allotted will be 3 hours for examinations including time of downloading of question paper to emailing of answer books to the concerned Dean/IC.

ESSAY TYPE QUESTIONS

1. Discuss various factors which necessitated the emergence of the Consumer Protection Act, 1986?
2. Explain the various rights available under Consumer Protection Act 1986 for consumer protection in India?
3. Briefly explain how consumer interest is sought to be protected through the various advisory and adjudicatory bodies under the Consumer Protection Act, 1986.
4. What role do industry regulators play in consumer protection?
5. Discuss the concepts of 'Unfair Trade Practices' and 'Restrictive Trade Practices' under the Act.
6. Explain the terms 'Consumer' and 'Service' under the Consumer Protection Act, 1986. Give suitable illustrations?

*******END OF PAPER*******