

BACHELOR OF VOCATION**Automotive Mechatronics****Subject: Consumer Affairs****Subject Code: ZBGE-304****Semester: Sixth****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 6 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

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

- A. Explain the concept of 'Consumer'.
- B. Name the stages of consumer buying process.
- C. What is legal metrology?
- D. Explain Restrictive Trade Practices.
- E. What is GST?
- F. Write note on BIS and AGMARK.
- G. Discuss the laws related to misleading advertisements.
- H. Define Limitation Period.
- I. What are the objectives of National Consumer Helpline?
- J. Discuss the significance of ISI.

SECTION –B (ESSAY TYPE QUESTIONS)

(5x10=50 Marks)

1. Discuss the need and background of Consumer Protection Act 1986.
2. Which alternatives are available to dissatisfied consumer to file his complaint? Explain the complaint handling process.
3. What are the objectives of UN guidelines for consumer protection? Give the UN guidelines for promotion of sustainable consumption.
4. Discuss the role of TRAI and FSSAI in consumer protection.
5. What are the objectives of forming consumer organizations? Which challenges are faced by these organizations?
6. Examine any two leading cases related to medical negligence and defective products, the judgment of which led to the development in consumer protection.

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

