

**BACHELOR IN HOTEL MANAGEMENT (BIHM)**

**Term-End Examination**

00041

**December, 2014**

**BHY-055 : CONSUMER PROTECTION**

*Time : 3 hours*

*Maximum Marks : 100*

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*Note : Answer any **five** questions. All questions carry equal marks.*

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1. Briefly discuss the meaning, objectives and benefits of consumerism. Also bring out the significance of consumerism in India. 20
2. Explain the role of Government in the 'Consumer Movement'. What are the barriers in the development of consumer movement in India ? 20
3. What is the nature of problems faced by consumers ? Explain the problems of rural and urban consumers along with their causes. 20
4. Discuss in brief the working and role of any **two** of the following : 2×10=20
  - (a) District Consumer Redressal Forum
  - (b) State Consumer Redressal Forum
  - (c) National Consumer Redressal Forum

5. Explain the functions of Voluntary Consumer Organizations. Discuss the role of Voluntary Consumer Organizations in controlling Objectionable Advertisement. 20
6. Write short notes on the following : 4×5=20
- (a) Business Ethics
  - (b) Consumer Education
  - (c) Consumer as a Capital
  - (d) Limitations of Voluntary Consumer Organizations
7. Discuss the Social Responsibilities of Business with specific reference to Hospitality and Tourism Industry in India. 20
8. Discuss any two leading cases decided under the Consumer Protection Act in the following areas : 2×10=20
- (a) Housing and Real Estate
  - (b) Unfair Trade Practice
9. Discuss the need and scope of Consumer Protection Act of 1986. Also bring out the salient features of the Act in brief. 10+10=20
10. Write notes on the following : 2×10=20
- (a) Consumer Loops and Buying Clubs
  - (b) Major Consumer Organizations in India
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