

BACHELOR IN HOTEL MANAGEMENT (BIHM)

Term-End Examination

December, 2015

BHY-055 : CONSUMER PROTECTION

Time : 3 hours

Maximum Marks : 100

Note : (i) Attempt *any five* questions in about **600** words each.

(ii) *All* questions carry *equal* marks.

1. Explain the three dimensional concept of a consumer with particular reference to the hospitality industry. 20
2. Define Business Ethics. Elaborate its scope and importance both from the consumer and Business perspectives. 20
3. Give a comparative account of the progress and direction of Global and Indian Consumer Movement. 20
4. How do Voluntary Consumer Organisation solve problems related to goods and deficiencies in services ? Discuss the limitations of these organisations. 12+8=20
5. Discuss the nature and causes of problems faced by consumers. 20

6. Explain the following : 5x4=20
- (a) Complaints
 - (b) Complainant
 - (c) Defects in Goods
 - (d) Deficiency in Services
7. Describe the composition, working and role of various consumer Redressal Forums in India. 20
8. Write an essay on consumer protection initiatives in the Indian context. 20
9. Discuss the need, scope and features of the Consumer Protection Act, 1986. 20
10. Explain citing one example each how cases are decided under the Consumer Protection Act in the following areas : 10+10=20
- (a) Housing and Real Estate
 - (b) Banking and Financial Services
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