

BACHELOR IN HOTEL MANAGEMENT (BIHM)

Term-End Examination

December, 2016

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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. What is mass consumerism ? Elaborate causes of consumerism which are effecting global warming. 20
2. Discuss in detail the rights and responsibilities of consumers, along with grievances redressal system. 20
3. What are the various global consumer movements ? Discuss with suitable examples. 20
4. Write short notes on the following : 10+10=20
 - (a) Social Responsibilities of Business establishments
 - (b) Role of Consumer Coops and Buying Clubs
5. What is the role of Voluntary Consumer Organization (VCO) ? Discuss how to solve consumer related problems through VCO's. 20

6. Enumerate different problems faced by a consumer related to deficiencies in services. How can the same be minimised through consumers education and awareness ? 20
 7. Discuss composition and working of different Consumer Redressal Forums in India. 20
 8. Critically analyse the salient features of the "Consumer Protection Act, 1986". 20
 9. What are the various forms of consumer's exploitation related to Education and Training Services ? Give suitable examples. 20
 10. Discuss two leading cases each decided under the Consumer Protection Act in the area of : 10x2=20
 - (a) Medical Negligence
 - (b) Banking and Financial Services
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