

**BACHELOR IN HOTEL MANAGEMENT (BIHM)**

**Term-End Examination**

**June, 2013**

**BHY-055 : CONSUMER PROTECTION**

*Time : 3 hours*

*Maximum Marks : 100*

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**Note :** *Attempt any five questions in about 600 words each.  
All questions carry equal marks.*

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1. Define a consumer. Explain citing relevant examples the concept of a consumer 20
  - (a) as a King
  - (b) as a King - pin of democracy
  - (c) as a capital
  
2. Explain the need and objectives of Consumer Movement in today's business environment. What are the major barriers in development of Consumer Movement in a developing country like India. 20
  
3. Establish the linkage between Business and Ethics as applicable in a service based industry like Tourism and Hospitality. Substantiate your answer with suitable examples. 20

4. Write notes on the following in about 300 words each : 10x2=20
- (a) Major Consumer Organisations in India and U.S.
  - (b) Code of Ethics for Consumer Organisation.
5. Explain the composition and working of Consumer Protection Councils operating at various levels. 20
6. Trace the origin of Voluntary Consumer Organisations (VCOs) and explain in detail their functions and limitations. 20
7. What are the problems faced by consumer in general ? What role and mechanism do Voluntary Consumer Organisations employ for solving these problems ? 20
8. Discuss the salient features of the Consumer Protection Act, 1986. 20
9. Give an account of two leading cases each decided under the Consumer Protection Act in the area of : 20
- (a) Medical Negligence
  - (b) Defective Product

10. Write short notes on the following (150 words each) : 5x4=20

- (a) Objectives of Consumer Education
  - (b) Buying clubs
  - (c) Challenges before Voluntary Consumer Organisations
  - (d) Consumer Coops
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