

BACHELOR IN HOTEL MANAGEMENT (BIHM)

00155

Term-End Examination

June, 2017

BHY-055 : CONSUMER PROTECTION

Time : 3 hours

Maximum Marks : 100

Note : (i) Attempt any five questions.

(ii) All questions carry equal marks.

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1. Who is a consumer ? What are the rights and responsibilities of a consumer ? 20
 2. What do you understand by consumer movement ? What are the barriers in the development of consumer movement in India ? 20
 3. What is the relationship between Business and Ethics ? How can it be seen in the Hospitality Industry ? Explain with the help of suitable examples. 20
 4. What is the importance of Voluntary Consumer Organisation (VCO) ? What is the role of VCO in controlling objectionable Advertisements ? 20
 5. Write short notes on the following : 4x5=20
 - (a) Consumerism
 - (b) Functions of Voluntary Consumer Organisation
 - (c) Consumer as a King
 - (d) National Consumer Redressal Forum

6. What are the problems commonly faced by consumers in the tourism and hospitality industry ? Explain with the help of suitable examples. 20
7. Discuss the salient features of Consumer Protection Act, 1986. 20
8. Discuss the problems related to defect in goods and deficiency in services. Substantiate your answer with suitable examples. 20
9. Discuss how cases are decided under the Consumer Protection Act in the following Areas : 2x10=20
- (a) Telecom Services
 - (b) Housing and Real Estate
10. Write short notes on any two of the following : 2x10=20
- (a) Consumer Education
 - (b) Code of Ethics for Consumer Organisations
 - (c) Difference in the nature of individual and collective consumer problems.
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