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BACHELOR IN HOTEL MANAGEMENT (BIHM)

Term-End Examination

June, 2018

BHY-055 : CONSUMER PROTECTION

Time : 3 hours

Maximum Marks : 100

Note : (i) Attempt any five questions.

(ii) All questions carry equal marks.

1. Define consumerism. What are the benefits of consumerism with respect to hospitality industry ? 20
2. What is the need of consumer movement ? What are the major barriers in the development of consumer movement in India ? 20
3. What do you understand by consumer organisations ? Name and discuss the activities of one consumer organisation each from U.S., Europe and India. 20
4. What do you understand by Business Ethics ? Discuss the social responsibilities of Business specially in context to hospitality organisation. 20

5. Write short notes on **any two** : **2x10=20**
(a) Consumer as a King
(b) Consumer as a Capital
(c) Consumer as a King-pin of democracy
6. What is the nature of problems faced by consumers ? How are the problems of rural and urban consumers different ? Explain with examples. **20**
7. Discuss the composition and role of Consumer Protection Council at District and State level. **20**
8. Discuss the salient features of the Consumer Protection Act, 1986. **20**
9. Discuss **any two** leading cases decided under the Consumer Protection Act in the following area :
(a) Medical Negligence **2x10=20**
(b) Defective Product
10. Write short notes on **any two** : **2x10=20**
(a) Filing complaints
(b) Services complaints
(c) Consumerism
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