

**BACHELOR IN HOTEL MANAGEMENT
(BIHM)**

Term-End Examination

00674

June, 2019

BHY-055 : CONSUMER PROTECTION

Time : 3 hours

Maximum Marks : 100

Note : Attempt any five questions. All questions carry equal marks.

1. Define 'Consumerism'. What are the advantages and disadvantages of consumerism ? Explain with the help of suitable examples. 20
2. What do you understand by Consumer Education ? Discuss the objectives, methods and techniques of Consumer Education. 20
3. Give an account of the Consumer Movement in India. Also discuss the future of the consumer movement in India. 20
4. What do you understand by ethical practices in business ? Discuss the concept of ethical practices in business with special reference to the Hospitality Industry. 20

5. Write short notes on the following : $2 \times 10 = 20$
- (a) Consumer as a King and as a Capital
 - (b) Individual and Collective Consumer Problems
6. What do you understand by Voluntary Consumer Organisation (VCO) ? Discuss the functions and limitations of VCO. 20
7. Discuss the various causes and nature of consumer problems. Also explain how rural and urban consumer problems differ from each other. 20
8. Discuss the objective, composition and working of various Consumer Protection Councils in India. 20
9. Enumerate and explain the different forms of consumer exploitation in the housing and real estate business. Substantiate your answer with suitable examples. 20
10. Write short notes on any *two* of the following : $2 \times 10 = 20$
- (a) Unfair Trade Practices
 - (b) Problem Solving through VCO
 - (c) Deficiency in Services
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