

BACHELOR IN HOTEL MANAGEMENT (BIHM)

Term-End Examination

June, 2015

BHY-055 : CONSUMER PROTECTION

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Time : 3 hours

Maximum Marks : 100

Note : (i) *Attempt any five questions in about 600 words each.*

(ii) *All questions carry equal marks.*

1. How did the consumer movement evolve in India ? What are the barriers in its development ? 20
2. What do you understand by consumer organisations ? Discuss how they operate in US and Europe vis-a-vis India. 20
3. Explain citing relevant examples how Hospitality Business Units perform their social responsibilities. 20
4. What are the major functions of voluntary consumer organisations ? Explain the role of these organisations in controlling 'objectional advertisement'. 20
5. Differentiate the problems faced by Rural and Urban consumers in terms of their nature and causes. 20

6. Write short notes in about **150** words each : **5x4=20**
- (a) Consumer as a Capital concept
 - (b) Relation between Business and Ethics
 - (c) Responsibilities of Consumer
 - (d) Role of National Consumer Redressal Forum
7. Why is there a need for legislative intervention for consumer protection ? Discuss the scope and feature of the Consumer Protection Act, 1986. **20**
8. Discuss the composition, working and role of various Consumer Protection Councils in India. **20**
9. Discuss how cases are decided under the Consumer Protection Act in the following areas. **10+10=20**
- (a) Medical Negligence
 - (b) Unfair Trade Practices
10. Write a detailed note on 'Consumer Education in India'. **20**
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