

BACHELOR IN HOTEL MANAGEMENT (BIHM)

00830

Term-End Examination

December, 2013

BHY-055 : CONSUMER PROTECTION

Time : 3 hours

Maximum Marks : 100

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

*(ii) All questions carry **equal** marks.*

1. Give an overview of the Global Consumer Movement. How did this movement evolved in India and what are the major barriers in the development process ? 8+12=20
2. Define Business Ethics and outline its scope. 20
Discuss the importance of Business Ethics both from the Consumer and Business Organisations perspectives.
3. Elaborate the rights and responsibilities of a consumer. Explain the various methods and techniques used in consumer education. 20
4. Trace the origin of Voluntary Consumer Organisation (VCO) and explain their relevance. How do VCOs contribute in controlling objectionable advertisement ? 20

5. Write notes on the following in about **300** words each : **10x2=20**
- (a) Causes and nature of problems faced by rural and urban consumers respectively.
 - (b) Prominent voluntary consumer organisations.
6. Explain the composition and working of "machinery for redressal" operating at various levels. **20**
7. Discuss the salient features of the Consumer Protection Act, 1986. **20**
8. Give an account of any two leading cases each decided under the Consumer Protection Act in the area of : **10x2=20**
- (a) Banking and Financial service
 - (b) Unfair Trade Practice
9. Write short notes in about **150** words each : **5x4=20**
- (a) Methods of filing complaints
 - (b) Recent developments in Consumer Protection in India.
 - (c) Consumer as a King concept
 - (d) Challenges before Voluntary Consumer Organisations.
10. Discuss the relevance of social responsibilities of business organisations in today's competitive world. How do different organisations address this issue ? **20**