

BACHELOR IN HOTEL MANAGEMENT (BIHM)

Term-End Examination

June, 2016

BHY-055 : CONSUMER PROTECTION

Time : 3 hours

Maximum Marks : 100

Note : (i) *Attempt any five questions in about 600 words each.*
(ii) *All questions carry equal marks.*

1. What is "Consumerism" ? What are the advantages and disadvantages of consumerism ? 20
2. Discuss the rights and responsibilities of consumers. Why are consumer rights enacted in India ? 20
3. Critically analyse the role of Indian Voluntary Consumer Organisations (VCO) in controlling objectionable advertisements. 20
4. What are the importance and scope of consumer movement related to travel and tourism industry ? Discuss with example. 20
5. "The awareness is very important for the rural and urban consumers since it permits them to get the most from what they buy". Analyse the statement with examples. 20

6. Write short notes on the following : 10+10=20
(a) Relation between Business and Ethics.
(b) Major Consumer Organisations in Europe.
7. Critically analyse the salient features of the 20
"Consumer Protection Act, 1986".
8. Describe objectives and jurisdiction of different 20
"Consumer Disputes Redressal Agencies." in
India.
9. What are the various forms of consumer 20
exploitation related to housing and Real Estate
business? Substantiate your answer with suitable
examples.
10. Explain "Unfair Trade Practices". What are the 20
remedial measures available as per Consumer
Protection Act -1986 ?
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