

[This question paper contains 2 printed pages.]

Your Roll No.....

Sr. No. of Question Paper : 3527

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Unique Paper Code : **6322482403**

Name of the Paper : Basics of Consumer Protection
(DSC-12)

Name of the Course : B.Voc.-Retail Management &
IT

Semester : IV

Duration : 3 Hours

Maximum Marks : 90

Instructions for Candidates

1. Write your Roll No. on the top immediately on receipt of this question paper.
2. Attempt five out of the given questions.
3. All questions carry equal marks.

1. What is Maximum Retail Price (MRP)? Discuss its significance in safeguarding consumer interests. Also, highlight the challenges and violations related to MRP in the Indian market. **(9,9)**

2. Analyze the key differences between online and offline markets in India. Discuss their respective

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advantages and limitations from the perspective of both consumers and sellers. (8,10)

3. What is the concept of restrictive trade practices as per the Consumer Protection Act, 2019? How do they impact consumers and market competition? (9,9)
4. What is the role of consumer advocacy groups and forums in promoting consumer awareness and enforcing consumer rights under the Consumer Protection Act, 2019? (18)
5. What is the procedure for filing a complaint under the Consumer Protection Act, 2019? (18)
6. What are the challenges faced by consumers in accessing and navigating the grievance redress mechanism under the Consumer Protection Act, 2019? How can these challenges be addressed? (9,9)
7. What does the ISI mark signify? Discuss its significance in indicating product conformity to Indian standards and regulations. (9,9)
8. Write short notes on the following- (6x3=18)
 - a) GAMA
 - b) BIS Act, 2016
 - c) Restrictive trade practices