

(This question paper contains 04 printed pages)

Your Roll No

Sr. No. of Question Paper: 9929

Unique Paper Code: 2413090019

Name of the Paper: Consumer Affairs and Sovereignty

Name of the Course: B. Com. (P) UGCF

Semester: VII

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 all the questions.
3. Each question carries equal marks.
4. Answers may be written in English or Hindi; but the same medium should be used throughout the paper.

Q1. (a) Explain the objectives and scope of the Consumer Protection Act, 2019. (09 Marks)

- (b) Discuss the impact of the Liberalization and Globalization of the Indian Consumer Markets. (09 Marks)

OR

- Q1. (a) Discuss the composition and jurisdiction of the Adjudicatory bodies set up under the CPA Act for redressal of consumer disputes. (09 Marks)

- (b) List and discuss the various factors that affect voicing of the consumer grievances. (09 Marks)

- Q2. (a) Define the terms 'Consumer' and 'Defect in Goods' as per the CPA, 2019. (09 Marks)

- (b) Discuss the powers, functions, and financial jurisdiction of the Insurance Ombudsman. (09 Marks)

OR

- Q2. (a) Discuss the role of Real Estate Regulatory Authority (RERA) in regulating and developing the real estate industry in India. (09 Marks)

- (b) Discuss the objects and working of the State Consumer Protection Council. (09 Marks)

- Q3. (a) List down the main features and objectives of the BIS Act, 2016. (09 Marks)

- (b) Cite and explain any 2 leading cases as decided by the NCDRC/Supreme Court under Consumer Protection Act. (09 Marks)

OR

Q3. (a) Elaborate the importance of energy rating & energy standards in promoting energy efficiency in a developing nation like India, by citing its key functions and some major energy standards? (09 Marks)

- (b) Discuss in detail the procedure for filing and hearing of complaint under CPA, 2019. (09 Marks)

Q4. (a) Discuss in detail the role of Consumer Organisations in strengthening consumer movement in India. (09 Marks)

- (b) Who is an Ombudsman? Discuss the concept and significance of the Integrated Ombudsman Scheme. (09 Marks)

OR

Q4. (a) 'ASCI has an overarching goal of maintaining and enhancing public's confidence in advertising.' Discuss the role of ASCI in curbing the menace of misleading advertising with reference to the statement. (09 Marks)

- (b) Briefly describe the stages in the consumer buying process. Why is the marketer interested in the post purchase behaviour outcomes of the consumer. (09 Marks)

Q5. Write Short notes on **any 3** of the following:

(6 x 3 =18 Marks)

- (a) Role of Supreme Court under CPA
- (b) Consumerism
- (c) Offences & Penalties under CPA, 2019
- (d) GAMA
- (e) Grounds of filing a complaint under CPA, 2019