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- d. Write a note on National Consumer Helpline and e-Daakhil Portal. (9)

Question 5

Write short notes on the following: (6+6+6=18)

- Mediation under CPA, 2019
- Consumer Protection Councils
- Role and functions of FSSAI
- CONFONET
- Product liability under CPA, 2019

(2000)

[This question paper contains 4 printed pages.]

Your Roll No.....

Sr. No. of Question Paper : 9932 K

Unique Paper Code : 2413090022

Name of the Paper : Consumer Affairs and Sovereignty

Name of the Course : B.COM (P) CBCS

Semester : VII

Duration : 3 Hours Maximum Marks : 90

Instructions for Candidates

- Write your Roll No. on the top immediately on receipt of this question paper.
- Questions 1-4 carry 18 marks each. Each question offers an internal choice.
- Attempt any three from Question No. 5.
- Part of the questions to be attempted together.
- All questions carry equal marks.

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Question 1

- a. Explain post-purchase behaviour and its different types. (9)
- b. Discuss the barriers that prevent consumers from raising their grievances. (9)

OR

- c. Describe private remedies and public remedies for aggrieved consumers. (9)
- d. Explain the legal significance of Maximum Retail Price (MRP) and fair pricing. (9)

Question 2

- a. Define 'deficiency in service' and 'unfair trade practice' with examples under CPA, 2019. (9)
- b. Explain the powers and functions of the Central Consumer Protection Authority (CCPA). (9)

OR

- c. Discuss the composition and pecuniary jurisdiction of District and State Commissions. (9)
- d. What is the time limit for filing a complaint and the appeal provisions under CPA, 2019? (9)

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Question 3

- a. Explain the role and working of the Insurance Ombudsman Scheme. (9)
- b. Discuss the importance of ASCI in controlling misleading advertisements. (9)

OR

- c. Write a note on TRAI and its role in protecting telecom consumers (9)
- d. Explain the key provisions of RERA for safeguarding homebuyers. (9)

Question 4

- a. Explain the significance of BIS certification and mandatory standards. (9)
- b. Discuss the role of Hallmarking and energy rating labels in consumer protection. (9)

OR

- c. Discuss the contribution of Voluntary Consumer Organisations (VCOs) in awareness creation. (9)

P.T.O.