

3658

4

[This question paper contains 4 printed pages.]

8. Write short notes on the following : (6×3=18)

Your Roll No.....

(a) BIS Act, 2016

(b) E-Daakhil portal

(c) Counterfeit products

Sr. No. of Question Paper : 3658

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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. **All** questions carry equal marks.
3. Attempt **five** out of the given questions.

3658

2

1. What is the grey market? How does it operate in the context of Indian consumer markets? Discuss the challenges it poses to both consumers and businesses. (9,9)
2. How do cultural factors influence consumer preferences and buying behavior in the Indian market, both online and offline? (18)
3. Define the following basic concepts as per the Consumer Protection Act, 2019 :

(a) Consumer (b) Goods
(c) Service (d) Defect in goods
(e) Deficiency in service (f) Spurious goods. (18)
4. Enumerate and explain the six consumer rights recognized under the Consumer Protection Act, 2019. How do these rights empower consumers in their interactions with businesses? (10,8)
5. Define quality and standardization in the context of consumer goods and services. Explain the importance of AGMARK, ISI mark, and Hallmarking in ensuring product quality and safety. (18)

3658

3

6. Case study question- (6×3=18)

Mr. Sharma purchased an air conditioner from a retail store. Within three months, the product started malfunctioning. Despite repeated complaints, the seller failed to repair or replace it. After two and a half years,

Mr. Sharma decided to approach the Consumer Commission. The seller argued that the complaint is time-barred and cannot be entertained.

Questions :

(i) Who can file a complaint under the Consumer Protection Act, 2019? Discuss with reference to the case.

(ii) Identify the grounds on which Mr. Sharma can file a complaint.

(iii) Explain the limitation period for filing a complaint and examine whether delay can be condoned in this case.
7. What do you mean by consumerism? Discuss the development of consumer movement in India? (9,9)

P.T.O.