



BRAINWARE UNIVERSITY

Term End Examination 2018 - 19

Programme – Bachelor of Business Administration

Course Name – Consumer Affairs

Course Code – BBA204

(Semester – 2)

Time allotted: 3 Hours

Full Marks: 70

[The figure in the margin indicates full marks. Candidates are required to give their answers in their own words as far as practicable.]

Group –A

(Multiple Choice Type Question)

10 x 1 = 10

1. *Choose the correct alternative from the following*
 - (i) The State Commission can entertain complaints where the value of goods or services and compensation if any claimed
 - a. Exceeds 50 lakhs but does not exceed 1 crore
 - b. Exceeds 20 lakhs but does not exceed 1 crore
 - c. Exceeds 75 lakhs but does not exceed 1 crore
 - d. Exceeds 1 crore
 - (ii) Consumer is a person
 - a. A person who purchases goods or hires services for a consideration
 - b. A person who purchases the goods for resale
 - c. A person who obtains services without consideration
 - d. A person who purchases goods without consideration
 - (iii) The term service includes
 - a. All free services
 - b. All commercial services
 - c. All personal services
 - d. All welfare services
 - (iv) Every member of District Forum shall hold office for a term of
 - a. 5 years
 - b. 3 years
 - c. 2 years
 - d. 4 years
 - (v) FSSAI stands for
 - a. Food Safety and Standards Authority of India
 - b. Food Standard Safety Authority of India
 - c. Food Security and Safety Authority
 - d. Can't Say

- (vi) ISI mark is there for....
- | | |
|---------------------------------|---------------------------|
| a. Manufacturing Industry items | b. Service Industry items |
| c. For both | d. For none |
- (vii) BIS stands for
- | | |
|---------------------------------|--------------------------------------|
| a. Business of Indian Standards | b. Basics of International Standards |
| c. Bureau of Indian Standards | d. None |
- (viii) GST has been introduced in
- | | |
|---------|---------|
| a. 2016 | b. 2017 |
| c. 2015 | d. 2018 |
- (ix) TRAI stands for
- | | |
|--|--|
| a. Telecom Regulatory Authority of India | b. Telecom Regulation Assessment Index |
| c. Telecom Rule Authority of India | d. None |
- (x) IRDA regulates
- | | |
|-----------------------|---------------------------|
| a. Banking Industry | b. Small Scale Industries |
| c. Insurance Industry | d. None |

Group – B

(Short Answer Type Questions)

3 x 5 = 15

Answer any *three* from the following

- | | |
|--|---|
| 2. Explain the word 'Complaint' under Consumer Protection Act, 1986. | 5 |
| 3. Explain the word 'Services' under Consumer Protection Act, 1986. | 5 |
| 4. Name major benefits of GST. | 5 |
| 5. Differentiate between Globalisation and Liberalisation? | 5 |
| 6. Compare between Wholesale Pricing and Retail Pricing. | 5 |

Group – C

(Long Answer Type Questions)

3 x 15 = 45

Answer any *three* from the following

- | | |
|---|----|
| 7. "Consumer's satisfaction leads to organisation's profit". Explain this statement in the light of consumer protection laws. | 15 |
| 8. Underline those infrastructural changes required to make effective execution of E-Commerce in India? | 15 |

- | | | |
|-----|---|----|
| 9. | Explain the case 'Skypack Couriers Pvt. Ltd. Vs. M/s Anupama Bagla'. | 15 |
| 10. | Explain the role of Industry regulators in Consumer Protection. | 15 |
| 11. | Name major issues related with Consumer Affairs? Explain any one in detail. | 15 |
