

School of Management and Business Studies
Jamia Hamdard
B.Com. - Semester V
Odd Semester Examination - December 2025

Subject Name: Consumer Affairs and Sovereignty

Max. Marks: 60

Subject Code: BCH-DE-03

Time: 2.5 Hours

***Attempt both sections as per instructions.**

Section A - Short Answer

(6 x 4 = 24)

Instructions for Section A: Attempt any Six Questions. All questions carry equal marks

- Q1: Explain the buying process of a consumer highlighting the post-purchase behavior.
- Q2: Discuss the ethical and legal aspects of deceptive packaging.
- Q3: What is considered as an unfair trade practice under Consumer Protection Act 1986? Highlight its consequences.
- Q4: What is considered as service consumers under Consumer Protection act 1986? Highlight the issue of deficiency in service and discuss the legal provisions available to the grieved consumers.
- Q5: What is a temporary injunction? When can consumer seeks such a relief under Consumer Protection Act 1986?
- Q6: Discuss the consumer complaint redressal mechanism under the Food Safety and Standards Authority of India (FSSAI)
- Q7: Examine the powers of Competition Commission of India.
- Q8: Write a short note on Consumer Protection Act 1986.
- Q9: Discuss the role of anti-competitive agreements in maintaining fair competition in India.

Section B-Long Answer

(3 x 12 = 36)

Instructions for Section B: Attempt any Three Questions. All questions carry equal marks

- Q1: Explain the factors affecting voicing of the consumers grievances. What are the alternatives available to dissatisfied consumers?
- Q2: Discuss the role of Supreme Court in consumer protection.
- Q3: Outline the procedure for filing and hearing of a complaint and subsequent disposal of case under Consumer Protection Act 1986.
- Q4: How do voluntary and mandatory standards act as measure of consumer protection in India?
- Q5: Highlight the significance of Banking Ombudsman in consumer grievance redressal.
- Q6: What are the objectives and provisions of the Competition Act, 2002?