

Jamia Hamdard
School of Management and Business Studies
Department of Management
Odd Semester Examination - January 2023
■■■■/B.Com (Hons.)V Semester
Subject Code: BCH503
Subject Name: Consumer Affairs and Customer Care

Roll No...

Duration: 3 Hour

Max.Marks -75

Section A - Short Answer

(5X6=30)

Note: Attempt any Six Questions, All questions carry equal marks

Q1: Write about the following:

- a) Grey Markets
- b) Fair Price and MRP

Q2: When is packaging said to be defective? Mention the laws which regulate the packaging in India.

Q3: Differentiate between Misbranded food and Unsafe food with suitable examples.

Q4: Write the various consumer rights available under The Consumer Protection Act, 2019.

Q5: By giving suitable examples explain defective goods and deficiency in services.

Q6: What is the Banking Ombudsman Scheme? What is the procedure for filing a case ?

Q7: Explain: Misleading advertisements and Unfair trade.

Q8: What is ASCI? What are the four principles of ASCI?

Q9: Mention the role of BIS in standardisation.

(15X3=45)

Section B-Long Answer

Note: Attempt any Three Questions; All questions carry equal marks

Q1: Who is a Consumer? Explain the Organisational setup comprising of advisory and adjudicatory bodies under the Consumer Protection Act, 2019.

Q2: Explain the objectives and concepts of the Competition Act, 2002

Q3: Explain any 3 Quality and Standardisation marks.

Q4: Briefly explain the stages in the Consumer buying process. Do all the consumers pass through all the stages in buying, say, toothpaste or a new car?

Q5: Write the objects, composition, and working of all three Consumer Protection Councils.

Q6: Cite any leading case related to Medical Negligence , decided by the Supreme Court of India/ National Commission/ State Commission under the Consumer Protection Act, 2019.