



End Term (Odd) Semester Examination November 2025

Roll no.....

Name of the Course and semester: Bachelor of Business Administration, semester 3

Name of the Paper: Consumer Protection Act

Paper Code: BBA 306

Time: 3 hour

Maximum Marks: 100

Note:

- (i) All the questions are compulsory.
- (ii) Answer any two sub questions from a, b and c in each main question.
- (iii) Total marks for each question is 20 (twenty).
- (iv) Each sub-question carries 10 marks.

Q1.

(2X10=20 Marks)

- a. Explain the meaning of a consumer and consumer protection. Discuss the fundamental consumer rights recognized under the Consumer Protection Act. (CO2)
- b. Identify the different types of Consumer Protection Councils (CPCs) established in India. Briefly describe their Composition, Establishment, Objectives and Tenure of each council. (CO1)
- c. Investigate about the specific roles/ functions of the CPCs that describe their importance in consumer welfare? Conclude by stating the main limitations/ challenges of these councils. (CO6)

Q2.

(2X10=20 Marks)

- a. Discuss the major gap in the earlier 1986 Act that the CCPA was created to address? Discuss the objectives of Central Consumer Protection Authority. (CO2)
- b. Illustrate the composition of the CCPA. Provide details about the qualifications one must have to be a Commissioner of CCPA. (CO4)
- c. Sketch the key procedural steps of the Mediation process. Discuss the primary duties and functions of a mediator in this process, emphasizing their role as a facilitator. (CO3)

Q3.

(2X10=20 Marks)

- a. Assess the need of dedicated Consumer Redressal Mechanism? Discuss major inefficiencies of traditional courts that necessitated the creation of the CDRCs. (CO5)
- b. What are the different types of cases that are suitable for mediation. In contrast list the cases that are not suitable for Mediation. Give examples for each. (CO4)
- c. List the powers and functions of Consumer Disputes Redressal Commissions (CDRCs). Discuss in detail. (CO1)

Q4.

(2X10=20 Marks)

- a. What is Mediation? Display the major problems in the old system, and how were they specifically addressed in the Consumer Protection Act in 2019. (CO3)
- b. Describe the various digital initiatives available to a consumer for Filing a Complaint under the CPA, 2019. (CO2)
- c. Appraise the Investigation Wing of the CCPA? Give details about its powers, functions, and importance. (CO5)



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Q5.

(2X10=20 Marks)

- a. Explain how does the CPA, 2019 makes it difficult for businesses to get away with bad conduct. Provide details about penalties for Non-Compliance with Orders. (CO2)
- b. Define both Adulterated Goods and Spurious Goods. Describe the punishments for being involved in the supply chain of these Goods, detailing the specific penalties for specific cases. (CO1)
- c. Discuss the offense and the Penalty for Vexatious Search by an officer? Also describe the offense and the Punishment for Vexatious Complaints by a consumer. (CO2)