



**Term Evaluation (Odd) Semester Examination September 2025**

Roll no.....

Name of the Course: BBA

Semester: 3

Name of the Paper: CONSUMER PROTECTION ACT

Paper Code: BBA 306

Time: 1.5 hour

Maximum Marks: 50

**Note:**

- (i) Answer all the questions by choosing any one of the sub-questions
- (ii) Each question carries 10 marks.

Q1. (10 Marks)

a. Define term consumer and its objectives as per Consumer Protection Act 2019? (CO1).

OR

b. Explain Consumer Protection Councils? Discuss their functions. (CO2)

Q2. (10 Marks)

a. Briefly explain the establishment, composition, objectives, meetings and tenure of:

- State Consumer Protection Council (SCPC)
  - District Consumer Protection Council (DCPC)
- (CO4)

OR

b. State and explain the six consumer rights as per CPA 2019. (CO1)

Q3. (10 Marks)

a. Discuss in detail the importance of Consumer Protection Councils? (CO3). CO2

OR

b. Illustrate Central Consumer Protection Authority (CCPA)? Discuss its objectives. (CO2)

Q4. (10 Marks)

a. Discuss the establishment and composition of the Central Consumer Protection Authority. (CO2)

OR

b. Analyze the qualifications required for a Commissioner of CCPA? How can one be disqualified from serving or being appointed as a Commissioner of CCPA? (CO3)

Q5. (10 Marks)

a. Explain the Investigation Wing of the CCPA? Explain its powers, functions, and importance. (CO2)

OR

b. Discuss the different penalties under the CCPA? (CO2)