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 **PRESIDENCY UNIVERSITY**

  **Bengaluru**

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| **End - Term Examinations – January 2025** |
| Date: 09-01-2025 Time: 09:30AM – 12:30 PM |

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| **School:** School of Law | **Program:** BA LL.B/BBA LL.B/B.Com LL.B (Hons) |
| **Course Code:** LAW3013 | **Course Name:** Consumer Protection Laws |
| **Semester**: VII | **Max Marks**: 100 | **Weightage**: 50 % |

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| **CO - Levels** | **CO1** | **CO2** | **CO3** | **CO4** | **CO5** |
| **Marks** | **10** | **10** |  **30** | **30** | **20** |

**Instructions:**

1. *Read all questions carefully and answer accordingly.*
2. *Do not write anything on the question paper other than roll number.*

**Part A**

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| **Answer ALL the Questions. Each question carries 2marks. 10Q x 2M=20M** |
| **1** | Identify the key provisions of the Consumer Protection Act, 2019. | **2 Marks** | **L1** | **CO1** |
| **2** | Describe the right to be informed and its importance for consumers. | **2 Marks** | **L3** | **CO2** |
| **3** | Briefly comment on the term ‘’consumer" under the Consumer Protection Act, 2019. | **2 Marks** | **L2** | **CO3** |
| **4** | List the functions of the State Consumer Forum. | **2 Marks** | **L1** | **CO3** |
| **5** | Provide an overview of the Drugs and Magic Remedies Act, 1954. | **2 Marks** | **L1** | **CO4** |
| **6** | Summarize the importance of the right to choose in consumer protection. | **2 Marks** | **L2** | **CO5** |
| **7** | Explain how e-commerce affects consumer rights in India. | **2 Marks** | **L3** | **CO3** |
| **8** | Highlight the challenges of ensuring access to justice for consumers in rural areas. | **2 Marks** | **L4** | **CO4** |
| **9** | Identify the role of Mediation in resolving consumer disputes. | **2 Marks** | **L2** | **CO3** |
| **10** | Briefly discuss the vision behind the Consumer Protection Act, 2019. | **2 Marks** | **L3** | **CO2** |

**Part B**

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| **Answer the Questions Total 80 Marks** |
| **11.** | Discuss the policy challenges in implementing consumer protection laws in India. | **10****Marks** | **L3** | **CO2** |
| **Or** |
| **12.** | Evaluate the effectiveness of the grievance redressal system under the Consumer Protection Act, 2019. | **10****Marks** | **L4** | **CO3** |
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| **13.** | Analyze the contributions of WTO policies to global consumer protection. | **10****Marks** | **L3** | **CO4** |
| **Or** |
| **14.** | Explain the significance of consumer education in bridging the gap between rights and remedies. | **10****Marks** | **L3** | **CO4** |

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| **15.** | Examine the role of ADR mechanisms in resolving complex consumer disputes. | **10****Marks** | **L5** | **CO5** |
| **Or** |
| **16.** | Assess the role of lawyers in consumer dispute resolution, with reference to recent cases. | **10****Marks** | **L4** | **CO4** |

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| **17.** | A group of consumers bought packaged food products that were falsely labeled as organic. Analyze the legal recourse available to the consumers under the Consumer Protection Act, 2019, and also the role of the consumer forum in addressing such cases.  | **10+5****Marks** | **L5** | **CO4** |
| **Or** |
| **18.** | Examine the challenges of ensuring access to justice for vulnerable consumers and propose solutions for better implementation of consumer rights. | **10+5****Marks** | **L4** | **CO4** |

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| **19.** | A pharmaceutical company advertised a drug with false claims of curing chronic diseases, leading to financial and health losses for consumers. Assess the legal implications under the Drugs and Magic Remedies Act, 1954, and suggest remedies for affected consumers. | **10+5****Marks** | **L5** | **CO5** |
| **Or** |
| **20.** | A mobile application charged users hidden fees for services not availed. Critically examine the violation of consumer rights and propose legal remedies under the Consumer Protection Act, 2019. | **10+5****Marks** | **L2** | **CO4** |

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| **21.** | Explain the key objectives of the Legal Metrology Act, 2009. Further, discuss the significance of standardizing weights and measures in ensuring consumer protection and fair-trade practices. | **10+10****Marks** | **L3** | **CO3** |
| **Or** |
| **22.** | An e-commerce company denied a return request for a damaged product delivered to the buyer. Evaluate the responsibilities of the e-commerce company under consumer protection laws and discuss the reliefs available to the buyer. | **10+10****Marks** | **L5** | **CO5** |

**\*\*\*\*\* BEST WISHES \*\*\*\*\***