

Roll No.



PRESIDENCY UNIVERSITY

BENGALURU

End - Term Examinations –MAY 2025

Date: 30-05-2025

Time: 09.30 am – 12:30 pm

School: SOL	Program: BALL.B./BBA.LL.B/B Com. LL.B.(HONS)	
Course Code : LAW 3022	Course Name: Consumer Protection Law	
Semester: VIII	Max Marks: 100	Weightage: 50%

CO – Levels	CO1	CO2	CO3	CO4	CO5
Marks	26	25	25	24	00

Instructions:

- (i) Read all questions carefully and answer accordingly.
(ii) Do not write anything on the question paper other than roll number.

Part A

Answer ALL the Questions. Each question carries 2marks.

10Q x 2M=20M

1.	Define 'Consumer' under the Consumer Protection Act, 2019	2 Marks	L1	CO1
2.	What is the 'Right to be Heard'?	2 Marks	L1	CO1
3.	What do you mean person under consumer law	2 Marks	L1	CO1
4.	Discuss in brief the rule of Caveat Emptor	2 Marks	L2	CO2
5.	Discuss in brief the roles of consumer society .	2 Marks	L2	CO2
6.	Discuss the Impact of globalization consumer relation,	2 Marks	L2	CO1
7.	Briefly discuss the rights of consumer's under Consumer law.	2 Marks	L1	CO1
8.	The liability of product claim under Consumer Protection Act, 2019.	2 Marks	L1	CO1
9.	Discuss the genesis and growth of consumer law in India.	2 Marks	L2	CO2
10.	Describe the procedure for filing a complaint under the Act.	2 Marks	L2	CO2

Part B

Answer the Questions.

Total Marks 80M

11.	a.	The rights of the consumer have been instrumental for the growth of consumer interest globally. Comment	5 Marks	L1	CO1
	b.	The Consumer Protections Act secures and protects the rights and ensure wellbeing of the consumer.	5 Marks	L1	CO1

Or					
12.	a.	The consumer has a 'right to safety' under the Consumer Act .discuss the importance of the Consumer Act2019.	5 Marks	L2	CO1
	b.	Explain the provision under for the quality and standards of the goods under Prevention of Food Adulteration Act, 1954	5 Marks	L2	CO1

13.	a.	The consumer has right to complaint against the malpractices and unfair trad, discuss the jurisdiction of District Consumer Commission.	5 Marks	L2	CO2
	b.	What are the remedies available to the consumer under the Consumer Protection Act against the supply of defective goods?	5 Marks	L2	CO2

Or					
14.	a.	Describe the three-tier Grievance Redressal Mechanism under the Consumer Protection Act 2019.	5 Marks	L3	CO2
	b.	Examine the role of Competition Act, 2002 for securing the in consumer welfare and protection against monopoly.	5 Marks	L3	CO2

15.	a.	Define the constituent element of negligence with the recent case laws related to medical negligence.	5 Marks	L3	CO2
	b.	The market economy has been expanded by the online services and facilities. Explain the role of E-Commerce for regulating the consumer protection	5 Marks	L3	CO2

Or					
16.	a.	Illustrate the duties doctors and lawyers in case of failure the duties bound under the consumer laws.	5 Marks	L3	CO3
	b.	Describe the role of advisory councils for ensuring consumer justice.	5 Marks	L3	CO3

17.	a.	The consumer are protected against misleading advertisement and has a right against the service provider. Discuss the importance of the Drugs and Magic Remedies Act, 1954 with the help of case laws.	8 Marks	L3	CO3
	b.	Explain the rule relating to of E-Commerce in advancing the facility to the consumer and maintaining the consumer interest for the society.	7Marks	L3	CO3

Or					
18.	a.	The Competition Act,2000 prohibits the "Monopoly of the trader" and regulate the free access of goods to the consumer under the Consumer law.	7Marks	L	CO
	b.	Discuss the relevant provision under the Constitution safeguarding the rights of the citizens and maintaining the rights of the consumers.	8Marks	L	CO

19.	a.	Evaluate the consumer movement in the global context with UN guideline for securing the interest of the Consumer	8Marks	L	CO
-----	----	--	--------	---	----

	b.	The professional are regulated by the statutory rules and regulation. Discuss the liabilities of the professional with examples under the CPA.	7Marks	L	CO
Or					
20.	a.	Discuss the relevant rules for the transaction of business and protection of consumer right Sale of Goods Act, 1930.	8Marks	L	CO
	b.	Discuss the provision for safeguarding the rights of the consumer under the Indian Contract Act, 1872	7Marks	L	CO

21.	a.	The demand and supply are the two principle of the consumer protection. Discuss the relevant laws for safeguarding the interest of consumers in India.	10 Marks	L	CO
	b.	Describe the objective of the Consumer protection Act that is beneficial piece of legislation for consumer and ensure the remedies for the violation of the rights.	10 Marks	L	CO
Or					
22.	a.	The default in goods and services are the key issues under the consumer law. Evaluate the key feature of the Consumer protection Act,1986	10 Marks	L	CO
	b.	Critically evaluate that the consumer law has emerged as remedy to the common men against the malpractice and unfair trade practices of the traders and service providers	10 Marks	L	CO