



Even Semester End Term Examination, May / June 2026

Date: 23/05/2026

Time: 01.00 PM - 04.00 PM

Course Code: LAW3022

Course Name: Consumer Protection Law

Semester: Eight Semester

Max. Marks: 100

Weightage: 50%

CO - Levels	CO1	CO2	CO3	CO4	CO5	CO6
Marks	12	28	30	20	50	40

PART A: Answer Following Questions. 20 M

Qn.No	Questions	M	CO	BT
1	Define consumer protection and briefly indicate its key objectives.	2	CO1	BT1
2	Define consumerism and briefly state its significance.	2	CO1	BT1
3	Briefly explain any two objectives of UN Guidelines for Consumer Protection.	2	CO2	BT1
4	Define the right to be informed.	2	CO2	BT1
5	Elaborate unfair trade practice.	2	CO1	BT1
6	Briefly explain role of State in consumer protection.	2	CO1	BT2
7	Briefly explain evolution of consumer rights.	2	CO2	BT2
8	Define right to redressal.	2	CO2	BT1
9	Briefly explain global consumer movement.	2	CO1	BT2
10	Define defect and deficiency under consumer law.	2	CO1	BT1

PART B: Answer Any 1 Following Questions. 10 M

Qn.No	Questions	M	CO	BT
11	A consumer purchases a laptop online. It stops functioning within two days and the seller refuses refund citing 'no return policy'. Apply the Consumer Protection Act and determine remedies.	10	CO4	BT3
12	A consumer files a complaint against a service provider located in another state. Determine jurisdiction under CPA.	10	CO4	BT3

PART C: Answer Any 1 Following Questions. 10 M

Qn.No	Questions	M	CO	BT
13	Analyze the role of judiciary in expanding consumer rights through landmark decisions.	10	CO5	BT4
14	Analyze liability in service sectors such as insurance or housing with reference to deficiency in service.	10	CO5	BT4

PART D: Answer Any 1 Following Questions. 10 M

Qn.No	Questions	M	CO	BT
15	Examine development of consumer rights under UN Guidelines and their relevance.	10	CO2	BT4
16	Examine expansion of consumer rights in digital marketplaces.	10	CO2	BT4

PART E: Answer Any 1 Following Questions. 15 M

Qn.No	Questions	M	CO	BT
17	Critically evaluate effectiveness of Consumer Protection Act, 2019.	15	CO3	BT4
18	Briefly assess role of various legislations in India in protecting consumers.	15	CO3	BT4

PART F: Answer Any 1 Following Questions. 15 M

Qn.No	Questions	M	CO	BT
19	Evaluate challenges in consumer protection in digital economy.	15	CO5	BT5
20	Propose regulatory solutions for improving consumer protection in e-commerce.	15	CO5	BT6

PART G: Answer Any 1 Following Questions. 20 M

Qn.No	Questions	M	CO	BT
21	Design a policy framework to address consumer protection in cross-border digital transactions.	20	CO6	BT6
22	Critically analyze global consumer protection models and suggest reforms for India.	20	CO6	BT6