

LL.B. (3 Years Course) (CBCS Pattern) Semester-II  
**UL32F01 - Consumer Protection Act**

P. Pages : 1

Time : Two Hours



**GUG/S/25/10082**

Max. Marks : 40

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- Notes : 1. All questions are compulsory.  
2. All questions carry equal marks.

1. Discuss in detail the concept, objectives and scope of consumer protection Act, 2019.

**OR**

Explain 'Deficiency in services' with the help of relevant cases.

2. Explain the concept of Unfair Trade Practices.

**OR**

Discuss in detail who can file complaint under consumer Protection Act.

3. Discuss power and functions of state consumer Dispute Redressal Commission.

**OR**

A Gas dealer in your city insisted the consumers to purchase Gas stove from his shop as a pre-condition to get gas connection. The customers, instead of purchasing gas stove from the dealer, lodged a complaint before consumer forum. What is the remedy available to them under the consumer protection Act?

4. What do you mean by class Action? Discuss.

**OR**

Enumerate the historical perspectives of consumer movements in detail.

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