

**KANYASHREE UNIVERSITY**  
**Master of Laws 2<sup>nd</sup> Semester Examination-2024**  
**Subject: LAW**  
**Course-LMCC 11(Group- A)**  
**Consumer Protection Laws**

**Full Marks : 40**

**Time-2.00 Hours**

**Group-A**

**[Answer any four of the following]**

**(5x4=20)**

1. What is meant by 'Deficiency of service' under the Consumer Protection Act, 2019?
2. Who are consumers? What consumers rights are guaranteed under Consumer Protection Act,2019?
3. What are the changes incorporated after the amendment in the new Consumer Protection Act,2019?
4. What is an Unfair Trade Practice?
5. Who can file a complaint in the consumer court?
6. Define the jurisdictions of the Consumer Dispute Redressal Agencies.
7. What do you mean by 'E-Commerce'? Explain.

**Group-B**

**[Answer any two of the following]**

**(10x2=20)**

1. "Let the seller beware"- Discuss this concept under the context of Consumer Protection Act,2019. What defences are available for the product seller? Explain.
2. Analyse the challenges and potential drawback in the implementation of Consumer Protection Act, 2019.
3. Discuss the powers of Central Consumer Protection Authority.
4. Can a consumer complaint be resolved through Mediation under Consumer Protection Act, 2019? -Discuss.

\*\*\*\*\*