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MAY – AUGUST 2021

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REGULAR PROGRAMME

CLS 306: CONSUMER PROTECTION LAW

Date: AUGUST 2021

Duration: 2 Hours

INSTRUCTIONS: Answer Question ONE and any other TWO Questions

QUESTION ONE

The rise of consumerism in the 20th century coupled with the multiplication of products and services in the market has led to increase problems for consumers with regard to the quality of goods and services and their prices and general availability. The choice for the consumer is made difficult due to the range of available options and aggressive advertisements for each type of goods and services. Some goods and services call for expertise may not be available to all consumers. There is therefore a need for legal mechanism to regulate consumer products and services.

In view of the above explain how, and in what ways the consumer bearing in mind the most contentious sections of the Consumer Protection Act. **(30 marks)**

QUESTION TWO

a) Under the Consumer Protection Act the civil society will be expected to play a major and important role in the protection of consumer rights. How is the civil society expected to achieve this? **(10 marks)**

b) In what ways would you advise consumers to be pro-active in protection of their rights? **(10 marks)**

QUESTION THREE

“Consumers by definition include us all. They are the largest economic group, affecting, and affected by almost every public and private economic decision. Yet they are the only important group whose views are often not heard.” In the light of this statement, comment upon the rights of consumers in Kenya.

(20 marks)

QUESTION FOUR

The Government, judiciary, parliament, police, press, consumers themselves and the civil societies plays a crucial role in promotion and protection of consumer rights.

Comment. **(20 marks)**

QUESTION FIVE

Write short notes on the following:

a) Methods of consumer protection

(4 marks)

b) Unfair trade practices

(10 marks)

c) Functions of the consumer protection Advisory committee under the consumer protection Act, 2012.

(6marks)