

## Consumer Protection

## Tick (✓) the correct answer.

1. Rights of a consumer are protected under  
 (a) Consumer Protection Act, 1982   
 (b) Consumer Protection Act, 1984   
 (c) Consumer Protection Act, 1988   
 (d) Consumer Protection Act, 1986
2. \_\_\_\_\_ is a standardised mark printed on jewellery.  
 (a) ISO 2009  (b) ISI   
 (c) Hallmark  (d) Agmark
3. \_\_\_\_\_ are set up in each district by the State Government concerned.  
 (a) State commission   
 (b) National commission   
 (c) District Forums   
 (d) None of these
4. \_\_\_\_\_ is set up by the Central Government.  
 (a) State Commissions   
 (b) National Commission   
 (c) District Forum   
 (d) None of these
5. The State Commissions are set up in each State by the  
 (a) State Government   
 (b) Central Government   
 (c) Supreme Court   
 (d) High Court
6. Which act provides safeguards and reliefs to the buyers of the goods in case the goods purchased do not match with express or implied conditions or warranties?  
 (a) The Indian Contract Act, 1872   
 (b) Sale of Goods Act, 1930   
 (c) Consumer Protection Act, 1986   
 (d) None of the above
7. Consumer should use ISI marked appliances is an example of  
 (a) Right to be heard   
 (b) Right to safety
- (c) Right to be informed   
 (d) Right to choose
8. Consumers can ask anything regarding date of manufacture, price, quantity, etc. is an example of  
 (a) Right to be informed   
 (b) Right to be heard   
 (c) Right to choose   
 (d) Right to safety
9. A consumer has a right to file a complaint and to be heard in case of dissatisfaction with goods or services according to the  
 (a) Right to choose   
 (b) Right to seek redressal   
 (c) Right to be heard   
 (d) None of the above
10. The consumer has a right to get relief in case of defective goods or deficient services as per the  
 (a) Right to be informed   
 (b) Right to seek redressal   
 (c) Right to choose   
 (d) Right to be heard
11. As per the \_\_\_\_\_ the consumer has right to acquire knowledge and skills to be a well informed consumer.  
 (a) Right to choose   
 (b) Right to consumer education   
 (c) Right to be informed   
 (d) Right to be heard
12. NGOs are  
 (a) Profit making organisations   
 (b) Government organisations   
 (c) Non-profit organisations   
 (d) Private companies
13. Who can file a complaint under the Consumer Protection Act, 1986?

- (a) Any consumer can file a complaint on his/her own and does not need the services of advocate/professionals
- (b) Any registered consumer association
- (c) The Central Government or any State Government
- (d) All of the above
14. In case the aggrieved party is not satisfied with the order of the District Forum, within which period a complaint must be filed before the State Commission?
- (a) Within 130 days
- (b) Within 160 days
- (c) Within 30 days
- (d) Within 15 days
15. What is the importance of consumer protection from the point of view of consumer?
- (a) Protection against malpractices or exploitation of sellers
- (b) Consumer awareness
- (c) To organise consumers in the form of consumer organisations
- (d) All of the above
16. The Consumer Protection Act, 1986 extends to
- (a) The whole India
- (b) The whole India except Jammu and Kashmir
- (c) The whole India except Nagaland tribal area
- (d) Both (a) & (c)
17. When is consumer day celebrated?
- (a) 15<sup>th</sup> March
- (b) 10<sup>th</sup> March
- (c) 18<sup>th</sup> March
- (d) 14<sup>th</sup> March
18. To whom an aggrieved party can file a case against the order of the National Commission?
- (a) Gram Panchayat
- (b) District Forum
- (c) Supreme Court
- (d) None of the above
19. What is the full form of PIL?
- (a) Personal Interest Litigations
- (b) Private Internal Litigations
- (c) Private Interest Litigations
- (d) Public Interest Litigations
20. All of these are basic consumer rights under Indian law except
- (a) Right to be heard
- (b) Right to seek redressal
- (c) Right to choose
- (d) Right to gamble
21. What is the full name of National Commission?
- (a) National Consumer Disputes Commission
- (b) National Consumer Redressal Commission
- (c) National Consumer Disputes Redressal Commission
- (d) National Consumer Development Redressal Commission
22. Which quality mark is used for food product?
- (a) ISI
- (b) FPO
- (c) Hallmark
- (d) AGMARK
23. Which right require manufacturers to provide information such as ingredients, date of manufacture price, expiry date, etc. on the product?
- (a) Right to choose
- (b) Right to be informed
- (c) Right to safety
- (d) Right to consumer education
24. Which quality certification mark is used to ensure safety of electrical goods?
- (a) FPO
- (b) AGMARK
- (c) Hallmark
- (d) ISI
25. By mentioning Customer Care Number on the package of One-Plus 5 cell phone, which consumer right is the company trying to exercise?
- (a) Right to be heard
- (b) Right to choose
- (c) Right to safety
- (d) Right to consumer education
26. Gurleen ordered a smart phone online. He received the smart phone through courier within seven days of placing the order. On

receipt of her order, Gurleen noticed that the smart phone received by her was different from what she had ordered. She asked the company to exchange the smart phone but the company refused to do so. She, therefore filed a complaint in the District Forum which also disallowed it. Not satisfied with the decision of the District Forum, after 40 days she decided to appeal further.

In which redressal agency Gurleen can appeal against the decision of the District Forum?

- (a) State Commission
- (b) National Commission
- (c) Supreme Court
- (d) Can't Appeal

27. Payal purchased a car for ₹ 20 lakhs from an automobile company and found its engine defective. Despite many complaints, the defect was not rectified. She filed a case in the District Forum. But she was not satisfied with the orders of the District Forum and decided to appeal.

In which highest authority she could appeal if not satisfied again by the decision of the next higher authority.

- (a) National Commission
- (b) State Commission
- (c) Supreme Court
- (d) All of these

28. Sagar bought a packet of chips from a local shopkeeper and found that the ingredients given on the label were not legible. He complained about it to the company. The company sent a written apology stating that they will make sure that existing packets are withdrawn from the market and new packets with legible labels are soon made available.

Which consumer right is exercised by Sagar?

- (a) Right to choose
- (b) Right to be heard
- (c) Right to safety
- (d) Right to seek redressal

29. Which Act provides for the setting up of three tier machinery?

- (a) The Bureau of Indian Standard Act, 1986
- (b) The Consumer Protection Act, 1986
- (c) The Sale of Goods Act, 1930
- (d) The Competition Act, 2002

30. Lakshay bought a box of cheese of a reputed brand from a local shopkeeper. On opening the box he found a piece of stone in the cheese. He reported the matter to the shopkeeper who forwarded his complaint to the concerned company. Within a week the representative of the company visited Lakshay's residence with an apology and as a replacement offered him a new cheese pack with four other varieties of cheese as compensation for the inconvenience to him.

Which consumer right is exercised by Lakshay?

- (a) Right to consumer education
- (b) Right to choose
- (c) Right to be heard
- (d) Right to safety

31. Responsibility of a consumer includes

- (a) Insist on cash memo
- (b) Quality conscious
- (c) Exercise the rights
- (d) All of the above

32. \_\_\_\_\_ is the quality certification mark used in case of agricultural products.

- (a) ISI
- (b) Hallmark
- (c) AGMARK
- (d) FPO

33. Which standardised mark is printed on Jewellery?

- (a) FPO
- (b) Hallmark
- (c) AGMARK
- (d) ISI

34. Which of the following points highlights the importance of consumer protection from the consumers' point of view?

- (a) Unorganised consumers
- (b) Consumers' ignorance
- (c) Widespread exploitation of consumer
- (d) All of these

35. Only those complaints can be filed in the State Commission where the value of goods

and services and the compensation claimed is

- (a) Less than ₹ 20 lakhs
- (b) More than ₹ 1 crore
- (c) More than ₹ 10 lakhs but less than ₹ 20 Lakhs
- (d) More than ₹ 20 lakhs but less than ₹ 1 Crore
36. Consumer organisation— COMMON CAUSE is located in
- (a) Kerala  (b) Chennai
- (c) Delhi  (d) Hyderabad
37. Sagar purchased a car for ₹ 18 lakhs from an automobile company and found that its airbags were defective. After many complaints with the company that were unheard, he filed a case in the District forum. He was not satisfied with the orders of the District Forum. He then appealed before the State Commission and on being dissatisfied with the orders of State Commission, he appealed before the National Commission. Sagar was not satisfied with the orders of National Commission.
- Suggest him the highest authority where he could appeal against the decision of the National Commission.
- (a) State Commission
- (b) Supreme Court
- (c) President
- (d) Can't Appeal
38. Manmeet is running an organisation which is beyond the control of government and the aim of the organisation is welfare of the consumers. One day Amrita comes to her office and tells that her mother purchased a refrigerator two years back. She is no more and the refrigerator was purchased in her name. However, the warranty period of the refrigerator is still active. But the company is denying her the services.
- Which type of organisation is run by Manmeet?
- (a) Private organisation
- (b) Public organisation
- (c) Non-government organisation
- (d) All of these
39. When a single consumer fails to get his rights protected, he seeks the help of \_\_\_\_\_.
- (a) Trade union
- (b) Labour union
- (c) Consumer association
- (d) None of the above
40. The consumer organisations collect the samples of the products for \_\_\_\_\_.
- (a) Sell them
- (b) Check them
- (c) Distribute them among the poor
- (d) Get bribe from the sellers
41. \_\_\_\_\_ is not a part of three tier judicial machinery?
- (a) Tehsil Forum
- (b) District Forum
- (c) National Commission
- (d) State Commission
42. \_\_\_\_\_ broadcasts the programme 'Apne Adhikar' with reference to consumer protection?
- (a) All India Radio
- (b) Advertising agency
- (c) Doordarshan
- (d) All of the above
43. \_\_\_\_\_ is an example of the unfair trade practice?
- (a) Hoarding
- (b) Not observing prescribed standards
- (c) Issuing a gift scheme
- (d) All of the above
44. A producer of Surajmukhi claimed in an advertisement in a national newspaper that his product has large amount of vitamins, minerals and proteins. However, tests indicated that it was a false claim. Whose example is this?
- (a) Exploitation of consumer
- (b) Information for consumer

- (c) Welfare of consumer
- (d) None of the above
45. Which of the following is not a part of the three-tier grievance redressal machinery?
- (a) International Commission
- (b) National Commission
- (c) District Forum
- (d) State Commission
46. Who, of the following, cannot be considered a consumer?
- (a) A person who buys things to further sell them in consideration
- (b) A person who uses things without the permission of the purchasers
- (c) A person who gets things without consideration
- (d) All of the above
47. Supplying wrong bills by the Electricity and Telephone Departments exemplifies which of the following?
- (a) Deficiency of services
- (b) Charging more price
- (c) Defective things
- (d) Unfair trade practice
48. Who of the following cannot file a complaint?
- (a) Individual consumer
- (b) Consumer association that has not been registered
- (c) State government
- (d) Central government
49. Which of the following can file a complaint under Consumer Protection Act, 1986?
- (a) Central or State Government
- (b) Legal heir of a deceased consumer
- (c) A person who obtains the goods without consideration
- (d) Any registered consumer association
50. Which of the following is a function of non-government organisations (NGOs)?
- (a) Collecting data on different products and testing them
- (b) Accelerating consumer awareness
- (c) Filing suits, complaints on behalf of consumers
- (d) Solving personal and marital problems of consumers
51. Which of the following is a consumer right?
- (a) Right to order
- (b) Right to be informed
- (c) Right to safety
- (d) Right to gamble
52. Which of the following statements is true about remedies available to the consumer?
- (a) To pay a reasonable amount of compensation for any loss or injury suffered
- (b) To replace the defective product with a new one, free from any defect
- (c) To continue the exploitative trade practices and repeat them in future
- (d) To refund the amount paid by the complainant
53. Which of the following statements is true about responsibilities of a consumer?
- (a) Consumer must file a complaint in a consumer court even if the amount of loss is small
- (b) Consumer must follow the instructions and use the product safely
- (c) Consumer must ask for cash memo
- (d) A consumer must encourage restrictive trade practices like black-marketing, hoarding, etc.

**Instructions:** In the given questions more than one answer is correct, tick all the correct options. Marks will be allotted if you tick all the correct options.

49. Which of the following can file a complaint under Consumer Protection Act, 1986?

**54. Fill in the blanks.**

- (i) According to \_\_\_\_\_ a consumer has the right to get relief against any unfair trade practice.

(1 Mark Each)

- (ii) \_\_\_\_\_ right states that a consumer has the right to acquire knowledge and skills to be a well-informed consumer.
- (iii) Appeal to next higher redressal agency has to be made within \_\_\_\_\_ days of passing of the order.
- (iv) \_\_\_\_\_ serves as a proof of purchase at the time of filing a complaint.
- (v) Consumer does not include any person who buys goods for \_\_\_\_\_ or for \_\_\_\_\_ purpose.

**55. Fill in the blanks with appropriate words.**

(1 Mark Each)

- (i) If aggrieved party is not satisfied with the order of District Forum, then he can appeal to \_\_\_\_\_
- (ii) There are \_\_\_\_\_ State Commission of India.
- (iii) The National Commission has territorial jurisdiction over the whole country, except the state of \_\_\_\_\_
- (iv) When the consumer court is satisfied about the \_\_\_\_\_ of the complaint, it can issue one or more directives to the accused party.

**56. State whether the following statements are 'True' or 'False':**

(1 Mark Each)

- (i) Non-government organisations can protect and promote consumer's welfare
- (ii) 'Jago Grahak Jago' highlights the importance of right to be informed.
- (iii) Any person who uses goods without the approval of buyer is a consumer.
- (iv) No appeal can be made against the order of the State Commission.
- (v) According to right to seek redressal, a consumer has the right to file a complaint and to be heard.

**57. State whether the following statements are 'True' or 'False':**

(1 Mark Each)

- (i) Any person who hires or avails services without any consideration is a consumer.
- (ii) According to right to choose, a consumer has complete freedom to compare various products and select the most suitable one.
- (iii) Only those complaints can be filed in the National Commission where the value of goods or services and the compensation claimed is of ₹ 100 lakhs.
- (iv) There are 446 district commissions in India.
- (v) There are 53 State Commission of India.

**58. Correct the given statements.**

(1 Mark Each)

- (i) Right to be heard states that the consumer has the right to get relief in case of defective goods or deficient services.
- (ii) The National Commission has territorial jurisdiction over the whole country, except the state of West Bengal.