



ECONOMICS

BOOKS - MCGROW HILL EDUCATION

ECONOMICS (HINGLISH)

CONSUMER RIGHTS

Elementary Questions

1. Under COPRA, a three-tier quasi judicial machinery at the district, state and national

levels was set up for redressal of

- A. Consumer marke
- B. Consumer products
- C. Consumer goods
- D. Consumer disputes

Answer: d



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2. The district level court deals with the cases involving claims upto ? 20 lakhs, the state level courts between ? 20 lakhs and ? 1 crore and the national level court deals with cases involving claims exceeding

A. 10 crore

B. 1 crore

C. 100 crore

D. 50 crore

Answer: b



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3. The consumer movement in India has led to the formation of various organisations locally known as consumer forums o

- A. Consumer movement cells
- B. Consumer organisations
- C. Consumer protection councils
- D. Consumer parts

Answer: c



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4. Consumers have the right to seek_____ against unfair trade practices and exploitation.

A. Redressa

B. Books

C. Funds

D. Capital

Answer: a



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5. In October 2005, the Government of India enacted a law, popularly known as RTI (Right to Information) Act, which ensures its citizens all the information about the functions of

A. Private departments

B. Public departments

C. Local departments

D. Government departments

Answer: d



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6. National Consumer Disputes Redressal Commission is located in

A. Lucknow

B. New Delhi

C. Chennai

D. Mumbai

Answer: b



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7. A major step taken in 1986 by the Indian Government was the enactment of the Consumer Protection Act 1986, popularly known as

A. KOPRA

B. COPRA

C. TOPRA

D. COPRA

Answer: d



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8. In 1985 the United Nations adopted the UN Guidelines for

A. Consumer Protection

B. Consumer Parts

C. Consumer Battle

D. Consumer Signatur

Answer: a



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9. The enactment of COPRA has led to the setting up of separate departments of Consumer Affairs in _____ and _____ governments.

A. Central, state

B. Village, bloc

C. City, town

D. State, tehsil

Answer: a



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10. The organisations that monitor and issue ISI, Agmark or Hallmark certificates allow producers to use their logos provided they follow certain

- A. Work permit
- B. Quality standard
- C. Debit card
- D. Topic of press

Answer: b



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Higher Order Thinking Questions

1. Match List I with List II and select the correct answer using the code given below:

List I	List II
(i) Availing details of ingredients of a product	(a) Right to safety
(ii) Agmark	(b) Dealing with consumer cases
(iii) Accident due to faulty engine in a scooter	(c) Certification of edible oil and cereals
(iv) District Consumer Court	(d) Agency that develops standards for goods and services
(v) Consumers International	(e) Right to information
(vi) Bureau of Indian Standards	(f) Global level institution of consumer welfare organisations

A. i-d, ii-c, iii-b, iv-a, v-f, vi-e

B. i-e, ii-d, iii-b, iv-f, v-a, vi-c

C. i-e, ii-c, iii-a, iv-b, v-f, vi-d

D. i-d, ii-c, iii-a, iv-b, v-f, vi-e

Answer: c



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2. COPRA propose formation of

A. High Court, State Consumer Court and

District Consumer Court

B. National Consumer Court, State

Consumer Court and District Consumer
Court

C. National Consumer Court, State

Consumer Court and Supreme Consumer
Court

D. None of these

Answer: b



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3. ISO stands fo

- A. Indian Organisation for Standardisation
- B. International Organisation for Standardisation
- C. International Standardisation of Organisation
- D. None of these

Answer: b



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4. The World Consumer Rights Day is celebrated on

A. *24APRIL*

B. *15MARCH*

C. *24MARCH*

D. NONE OF THESE

Answer: b



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5. Rajesh had applied for an electricity connection. However, he was not provided power supply. In this situation,

A. he can approach the consumer court to seek redressa

B. he cannot approach the consumer court to seek redressal

C. he can file a civil suit in the court of law against the Electricity Board

D. Only (b) and (c)

Answer: d



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6. Which of the following does not fall under Consumer Rights?

A. Right to be informed

B. Right to choose

C. Right to seek government help

D. Right to represent the consumer's court

Answer: c



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7. Sheetal had booked a train ticket in one of the super-fast trains. The train was delayed for long hours without any reason. In this situation,

A. she cannot approach the consumer court as train delays can happen sometime

- B. she can file a complaint in Railway Office
and claim refund of the ticket amount
- C. she can approach the consumer court
for deficiency in service and claim refund
of super-fast charges as damage
- D. she can cancel the ticket without paying
cancellation charges to Railways

Answer: c



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8. What is COPRA?

A. Consumer Operating Protection

Regulation Authority

B. Consumer Protection Act

C. Consumer Protection Authority

D. All of these

Answer: b



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9. Bhagat bought branded packaged milk of 500ml from a retailer. The packet actually gave 400ml of milk. In this situation

A. he can file a criminal complaint against the company under Indian Penal Code

B. he can approach the Consumer Cour

C. Either (a) or (b)

D. Both (a) and (b)

Answer: d



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10. What arose out of dissatisfaction of the consumers as many unfair practices were being indulged in by the sellers

A. Consumer Awareness

B. Consumer Movement

C. Consumer Rights

D. Consumer Duties

Answer: b



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11. In the market place, consumers are exploited when

A. shopkeepers weigh less than what they

should

B. traders add charges that were not

mentioned before

C. adulterated/defective goods are sol

D. All of thes

Answer: d



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12. India is one of the many countries in the world which has exclusive courts for

- A. drugs
- B. consumer redressal
- C. agricultural products
- D. None of these

Answer: b



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13. When a consumer feels that he has been exploited, he must file a case in the.....

- A. Supreme Court
- B. High Court
- C. District Consumer Cour
- D. None of these

Answer: c



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14. or Agmark are logos certifying the quality of goods in the market

A. IRI

B. ISI

C. BPI

D. None of these

Answer: b



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15. or Agmark are logos certifying the quality of goods in the market

A. Hallmark

B. Trademark

C. Super mark

D. None of these

Answer: a



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16. A consumer has the to get compensation depending on the degree of the damage.

A. fight

B. right

C. bright

D. None of these

Answer: b



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17. A consumer

- A. delivers goods and services
- B. sells goods and services
- C. buy goods and services
- D. produces goods and services

Answer: c



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18. Adulteration is

- A. mixing good materials
- B. fixing cheap materials
- C. mixing cheap materials
- D. None of these

Answer: c



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19. Which is a function of PDS?

A. Distribution of black market products

B. Control Hoarding, control prices and control over charging.

C. Popularise black-marketing in the country

D. None of these

Answer: b



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20. National Consumer Day is celebrated in India on

A. 25 *NOVEMBER*

B. 24 *MARCH*

C. 24 *DECEMBER*

D. None of these

Answer: c



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