



# **BUSINESS STUDIES**

## **BOOKS - ARIHANT BUSINESS STUDIES (HINGLISH)**

### **CONSUMER PROTECTION**

#### **Check Point 1**

**1. Why is Consumer Protection important in India?**



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2. Is Consumer Protection a social responsibility of business?



**Watch Video Solution**

3. What is the purpose of the Contract Act, 1982?



**Watch Video Solution**

4. What is the aim of the Trade Marks Act, 1999?



**Watch Video Solution**

## Check Point 2

1. Explain the purpose of 'Right to Seek Redressal'.



**Watch Video Solution**

2. State few responsibility of consumers.



**Watch Video Solution**

### Check Point 3

1. What is the composition of District Forum?



**Watch Video Solution**

2. Where can a consumer appeal against the order of National Commission?



**Watch Video Solution**

3. State one relief available in case of deficient service.



**Watch Video Solution**

4. Give the full form of VOICE.



**Watch Video Solution**

5. How do NGOs create consumer awareness?



**Watch Video Solution**

6. Which is the apex body of consumer organisations in India?



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1. Consumer Protection has a moral justification for business.



**Watch Video Solution**

2. In addition to rights, a consumer also has some responsibilities.



**Watch Video Solution**

**3.** A complaint can be made to a District Forum when the value of the goods or services in question, along with the compensation claimed, exceeds Rs. 20 Lakh.



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**4.** The Consumer Protection Act provided for six consumer rights.



**Watch Video Solution**



5. ISI is the quality certification mark used in case of food products.



**Watch Video Solution**

6. Under the Consumer Protection Act, a complaint can be filled by a consumer for a defective good and also for deficiency in service.



**Watch Video Solution**

1. What are the responsibilities of a consumer?



**Watch Video Solution**

2. Who can file a complaint in a consumer court. Or Who can file a complaint under the Consumer Protection Act, 1986?



**Watch Video Solution**

3. What kind of cases can be filed in a State Commission ?



**Watch Video Solution**

4. Explain the role of consumer organisations and NGOs in protecting and promoting consumers interests.

or State any six functions of consumer organisations and NGOs for protecting and promoting the interest of consumers.



**Watch Video Solution**

5. What new measure is the Ministry of Consumer Affairs taking to make filing a complaint easy?



**Watch Video Solution**

6. What role can you play as a student, to contribute to the cause of consumer protection?



**Watch Video Solution**

7. What scenario of consumer protection do you foresee, when the measures proposed in the above news report are implemented?



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## Long Answer Type Questions

1. What are the responsibilities of a consumer?



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2. What are the various ways and means, by which the objective of consumer protection can be achieved?

or Explain the role of consumer organisations and NGOs in this regard.



**Watch Video Solution**

3. Explain the redressal mechanism available to consumers under the Consumer Protection Act, 1986

or

Explain briefly the machinery for the redressal of consumer grievances under the Consumer Protection Act, 1986.



**Watch Video Solution**

4. What is meant by consumer protection? State any three points of importance of consumer protection from the consumer's point of view.



**Watch Video Solution**

5. Prabhakar purchased an ISI mark electric iron from 'Bharat Electricals'. While using he found that it was not working properly. He approached the seller and complained for the same. The seller satisfies Prabhakar by saying that he will ask the manufacturer to replace this iron.

The manufacturer refused to replace and Bharat Electricals decided to file a complaint in the consumer court. Can 'Bharat Electricals' do



this? Also explain 'who is a consumer' as per Consumer Protection Act, 1986.



**Watch Video Solution**

6. Reena purchased a litre of refined oil, which she doubted to be adulterated. She sent it to laboratory test which confirmed her doubt to be true. State six remedies that she can avail if the court is satisfied about the genuineness of her complaint.

or

Explain the various remedies available to the consumer for redressing their grievances under the Consumer Protection Act, 1986.



**Watch Video Solution**

7. Anita purchased a book from 'Satish Book Stores'. While reading the book she found that ten pages were missing. She approached the seller of the book and complained about the missing pages. The seller promised that if the publisher was ready to change the book he

would change the same. After a week the seller informed Anita that the publisher had refused to change the book.

Where can Anita file a complaint against the seller of book ? Give reason in support of your answer. Also, explain who is a 'consumer'.



**Watch Video Solution**

**Chapter Practice Mcq**

1. Which of the following is an association of trade and is engaged in the protection of consumers' interests?

A. SEBI

B. RBI

C. CII

D. ICICI

**Answer: C**



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2. Sellers often adopt unfair trade practices to increase the sale of their products. Give few examples of such practices adopted by seller.

- A. Misleading advertisements
- B. Fake price stickers on products
- C. Supply of cheap quality product
- D. All of the above

**Answer: D**



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3. Which of the following is a reason why a businessman should lay emphasis on the protection of consumers and their interests?

A. (a) For long-term profit maximisation

B. (b) For fulfilling social responsibility

C. (c) To avoid government intervention

D. (d) All of the above

**Answer: D**



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4. Samaya purchased a watch from a Titan Gallery. As a proof of purchase, what she should ask for?

A. (a) Invoice

B. (b) Cash memo

C. (c) Warranty card

D. (d) None of these

**Answer: B**



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5. Which consumer right gives the freedom to business firms to set up their own consumer grievance cell?

A. (a) Right to consumer education

B. (b) Right to choose

C. (c) Right to be heard

D. (d) Right to be informed

**Answer: C**



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6. To publish a magazine under the title 'Upbhokta Jagran' is an example of which right of consumer?

- A. (a) Right to be informed
- B. (b) Right to safety
- C. (c) Right to be heard
- D. (d) Right to consumer education

**Answer: D**



**Watch Video Solution**

7. Which of the following is the relief available to a consumer under the Consumer Protection Act, 1986?

A. To remove the defect in goods or deficiency in services

B. To replace the defective good with a new one, free from any defect

C. To refund the price paid for the product or the charges paid for the service

D. All of the above

**Answer: D**



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**8.** A complaint can be filled against a seller, manufacturer or a dealer of goods whose goods are ..... in any manner.

A. (a) perfect

B. (b) flawless

C. (c) defective

D. (d) None of these

**Answer: C**



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**9. Who among the following can be President of the National Consumer Dispute Redressal Commission?**

- A. Judge of a High Court
- B. Judge of a Supreme Court
- C. Lawyer of a High Court
- D. Lawyer of a Supreme Court

**Answer: B**



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**10.** Mr. Surya has purchased a product and found it defective. The seller denied taking it back. Mr. Surya can file complaint under the Consumer Protection Act, 1986. Within how much time, complaint can be filed from the date on which the cause of action has arisen?

**A. (a) Within three months**

B. (b) Within six months

C. (c) Within a year

D. (d) Within two years

**Answer: D**



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**11.** Sumit filed a case against Domestic Cooling Ltd in the District Forum but he was not satisfied with the order of the 'District Forum'.

Where can he appeal further against the decision of 'District Forum'?

- A. State Commission
- B. National Commission
- C. Consumer Committee
- D. None of the above

**Answer: D**



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**12.** Coka Crackers Ltd, a fire cracker manufacturing company, launched some new products on the eve of Diwali which attracted many customers. To meet the increased demand, the company employed children from nearby villages and in the urgency of work, they ignored to specify safety warnings on packets of crackers. Identify which consumer right is being ignored.

A. Right to choose

B. Right to be heard



C. Right to be informed

D. Right to seek redressal

**Answer: C**



**Watch Video Solution**

**13.** Raman bought a room heater of a reputed brand for Rs. 1,500, but it caused an electric shock while it was being used. Raman wants to exercise his 'right'. Identify the 'right' under which he can be protected?

- A. Right to seek redressal
- B. Right to be choose
- C. Right to be informed
- D. Right to consumer education

**Answer: A**



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**14.** Shweta wants buy a gold ring. As an aware consumer, how can she be sure about the quality of gold ring she is going to buy?

A. She should check hallmark on the jewellery

B. She should check agro mark on the jewellery

C. She should check FPO mark on the jewellery

D. She can ask from another jewellery

**Answer: A**



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**15.** Ms. Jeena wants to buy a mango drink. As a responsible consumer, she should check which mark on the label of the mango drink?

A. BSI mark

B. ISI mark

C. FPO mark

D. None of the above

**Answer: C**



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## Very Short Answer Type Questions

1. What is consumer protection?



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2. Why is consumer Protection necessary?



**Watch Video Solution**

3. Why is consumer protection important for a businessman? Give any one reason.



**Watch Video Solution**

4. What is the earlier approach of caveat emptor?



**Watch Video Solution**

5. Why is it the social responsibility of a businessman to supply standard goods to consumers?



**Watch Video Solution**

6. Which Act protects and promotes the interests of consumers?



**Watch Video Solution**

7. A business must emphasize on protecting the consumers and adequately satisfying them.

Give one reason behind them.



**Watch Video Solution**

8. Give any one responsibility of a consumer in addition to obtaining a cash receipt while purchasing a washing machine.



**Watch Video Solution**



9. To publish a magazine under the title 'Upbhokta Jagran' is an example of which right of consumer?



**Watch Video Solution**

10. State, what is to be informed to the consumer under 'right to be informed'.



**Watch Video Solution**

**11.** Which right of consumer protection provides safety to consumers against deficient services?



**Watch Video Solution**

**12.** Mention when, as a consumer you are not in a position to resolve your grievances under Consumer Protection Act.



**Watch Video Solution**

**13.** How do business associations act as a means of consumer protection?



**Watch Video Solution**

**14.** State, how does self-regulation by business act as a means of consumer protection.



**Watch Video Solution**

**15.** How does the government protect the interest of consumers?



**Watch Video Solution**

**16.** What is BIS?



**Watch Video Solution**

**17.** Who is consumer?



**Watch Video Solution**

**18.** Who can file a complaint on behalf of a deceased consumer?



**Watch Video Solution**

**19.** Which Act of consumer protection provides for the formation of consumer protection councils in every district and state of the country?



**Watch Video Solution**

**20.** When can a consumer get more than one relief for a complaint?



**Watch Video Solution**

**21.** What kind of cases can be filed in the State Commission under the Consumer Protection Act, 1986?



**Watch Video Solution**

**22.** List two reliefs available to a consumer.



**Watch Video Solution**

**23.** Name any two Non-government Organisations (NGOs), which are working in India to protect and promote the consumer interests?



**Watch Video Solution**

**24.** What are NGOs?



**Watch Video Solution**

**25. What are consumer organisations?**



**Watch Video Solution**

**26. Mention any two functions of NGOs**



**Watch Video Solution**



**27.** Identify the location of the following consumers organisations.

(i) VOICE (ii) CERC

(iii) CUTS



**Watch Video Solution**

**28.** Manuj 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.

State with consumer right which Manuj exercised.



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**29.** Suman bought a box of cheese of a reputed brand from a local shopkeeper. On

opening the box she found a piece of stone in the cheese. She reported the matter to the shopkeeper who forwarded her complaint to the concerned company. Within a week the representative of the company visited Suman's residence with an apology and as a replacement offered her a new cheese pack with four other varieties of cheese as compensation for the inconvenience to her.

State the consumer right which Suman exercised.



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**30.** Manvendra always went to a specific shop to buy all consumable and non-consumable goods. In this shop, variety of products of different brands were displayed nicely and the sales person available also gave good sales presentation if required. But this shop was quite far off from his residence. His friend Annant always wondered why Manvendra wastes so much time in going to that shop whereas there were many big brand shops situated near his residence having consumable and non-consumable goods.

Annant asked Manvendra the reason of going to that particular shop. Manvendra told that he was exercising one of his 'rights' which he could not exercise in near-by big brand shops. State consumer's right which Manvendra had exercised.



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**31.** Divya purchased an electronic item through online shopping. At the time of delivery, she

found that the item is defected. How can she file a complaint?



**Watch Video Solution**

**32.** Sonit filed a case against Domestic Cooling Ltd in the District Forum but he was not satisfied with the orders of the 'District Forum'. Where can he appeal further against the decision of 'District Forum'?

or

Under three-tier machinery, where can a legal

heir or representative of a deceased consumer file a complaint, when the compensation claimed is Rs. 25 lakh.



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**33.** Anya filed a case against Mahindra Ltd in the 'National Commission'. But, she was not satisfied with the orders of the 'National Commission'. Name the authority where she can appeal against the decision of 'National Commission'.



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**34.** If you were ever cheated or exploited by a shopkeeper, share your experience in not more than 30 words.



**Watch Video Solution**

**35.** Sellers often adopt unfair trade practices to increase the sale of their products. Give few examples of such practices adopted by seller.



**Watch Video Solution**



**36.** Scope of consumer protection is wide'. Do you agree?



**Watch Video Solution**

**37.** As a responsible consumer, how will you ensure yourself about the quality of 'mango drink'?



**Watch Video Solution**

**38.** Pragya bought an iron of a reputed brand for Rs. 1500 but, it caused an electric shock while it was being used. Pragya wants to exercise her 'right'. Identify the 'right' under which she can be protected.



**Watch Video Solution**

**39.** Is a person who obtains goods for resale or any other commercial purpose, considered a consumer?





[Watch Video Solution](#)

**40.** Give the constitution of the District Consumer Disputes Redressal Forum under the Consumer Protection Act, 1986.



[Watch Video Solution](#)

**41.** Name the quality certification used in case of food products.



[Watch Video Solution](#)

**42.** Write two responsibilities of a consumer.



**Watch Video Solution**

**43.** Which consumer right says that a consumer be made aware of his rights and remedies?



**Watch Video Solution**

**44.** Which Act is responsible for the setting up of three-tier redressal machinery for consumers?



**Watch Video Solution**

**45.** Name two NGOs working for consumer protection in India.



**Watch Video Solution**

1. What is the objective of the Consumer Protection Act, 1986?



**Watch Video Solution**

2. Explain the following rights of a consumer.

(i) Right to safety.

(ii) Right to consumer education.



**Watch Video Solution**

**3.** Explain the following rights of a consumer.

(i) Right to be heard.

(ii) Right to seek redressal.



**Watch Video Solution**

**4.** Explain the following rights of a consumer.

(i) Right to choose.

(ii) Right to be heard.



**Watch Video Solution**

5. Explain the following rights of consumers as provided under Consumer Protection Act, 1986.

(i) Right to be informed.

(ii) Right to seek redressal.



**Watch Video Solution**

6. State any three responsibilities that a consumer should keep in mind while purchasing, using and consuming goods and services.







**Watch Video Solution**

7. How does consumer awareness protect consumers from exploitation?



**Watch Video Solution**

8. How does self-regulation by business persons help in consumer protection?



**Watch Video Solution**

9. What is Public Interest Litigation (PIL)?



**Watch Video Solution**

10. Explain in brief any three means, by which a consumer can be protected.



**Watch Video Solution**

11. When can a complaint be filed under the Consumer Protection Act, 1986?



**Watch Video Solution**

**12.** Explain in brief the procedure for filing a complaint under the Consumer Protection Act, 1986.



**Watch Video Solution**

**13.** Who is a 'consumer' under the Consumer Protection Act, 1986?



**Watch Video Solution**

**14.** State any six reliefs available to a consumer under the Consumer Protection Act, 1986.

or

State any three directions which can be issued by the consumer court to the opposite party if it is satisfied about the genuineness of the complaint.



**Watch Video Solution**

**15.** What is a complaint under the Consumer Protection Act, 1986?



**Watch Video Solution**

**16.** Suppose, you are familiar with an organisation, who is protecting and promoting the interests of consumers. In this context, state some of the functions of such organisations.

or State any three functions performed by non-governmental organisation for consumer protection

or What functions would you perform for the

general benefit, if you are running and NGO for consumer protection?



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**17.** Rakhi was in hurry. She went to a shop and bought a packet of cream biscuits. On opening the packet, she found that the biscuits were stale and a foul smell was coming.

In this context, state some of the responsibilities, which she should keep in mind while purchasing the biscuits.



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**18.** Meeta purchased a book of Rs. 375 and took the cash memo. Later, she found that the original price of a book is Rs. 275, but the local bookseller had put a sticker of Rs. 375. What actions can be taken by her in this case?



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**19.** A shopkeeper sold you some spices, claiming that those were pure. Later, a

laboratory test showed that those were adulterated. What precautions you should have taken before buying the products?



**Watch Video Solution**

**20.** Rahul Bajaj purchased a car for Rs. 18 lakh from an Automobile Company. Later on, he found defects in its engine. Suggest to him the appropriate authority, where he could file a complaint under Consumer Protection Act.



**Watch Video Solution**



**21.** Day-by-day the cases related to consumer exploitation are increasing in number. As you are working in a newspaper agency, what actions will you take to protect the interest of customers?



**Watch Video Solution**

**22.** Explain briefly any two points of importance of consumer protection from the point of view of business.



**Watch Video Solution**

**23.** Sumit purchased an ISI marked washing machine of a famous brand 'MG' from TG Electronics Ltd. The shopkeeper asked him to wait for two days for installation of the machine. His friends, Vivek, was every fond of experimenting with new electronic products. He told Sumit that there is no need to wait for the company's representative to install the machine and that he could do it. So, both of them installed the machine without following

the manufacturer's instructions. Initially, the machine worked effectively and the wash was good. But after two days, the machine started stopping in between the was cycle. Sumit and Vivek tried their best to start the machine but failed in their efforts. Sumit, therefore, approached TG Electronics Ltd., which refused to provide any service on the plea that the installation of the machine was not done by the company.

(a) State the responsibility which Sumit had to fulfil as an aware consumer to get the services of the company.

(b) Explain briefly any two rights which Sumit could have exercised had he fulfilled his responsibility identified in part (a).



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## Case Studies

**1. Maharashtra Consumer Commission Slaps fine of Rs. 1Lakh on Coca Cola**

The Maharashtra State Consumer has asked Coca Cola, one of the international fizzy drinks

manufacturer, its bottler and distributor to pay Rs. 1 lakh in damages to a consumer who found impurities in a bottle of soft drink that he had bought.

Chandrashekhar Paradkar, a resident of Shankar Nagar area here, filled a complaint with the Nagpur district Consumer Grievances Forum seeking compensation of Rs. 4 lakh after he found some solid objects inside a sealed bottle of a soft drink. He had bought six various brands of the soft drink-two bottles each of Mazaa, Coca Cola and Sprite from a shop near his house.

Based on that, the District Forum earlier gave a ruling after finding Coca Cola, its bottlers Superior Drinks Pvt. Ltd. and distributors Balaji Sales guilty of supplying drinks unfit for human consumption, which was upheld by the State Consumer Commission.

The District Forum had found objects resembling pieces of mosquito repellent mats floating inside the sealed bottle. Having conducted the tests by a Public Health Laboratory, they found the drink unfit for human consumption.

The District Forum came down heavily on the

company saying multinational giants would not be allowed to have a free run and exploit a poor country like India by manufacturing and marketing sub-standard products.

While giving its ruling, the District Forum relied upon the historic Donald versus Stevenson case, wherein heavy compensation had been awarded to a consumer, who had found rusted nails inside a bottle of ginger beer.

With reference to the above case, state the reliefs that could be given to an aggrieved consumer.



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## **2. Eatery fined for Overpricing Bottled Water**

A restaurant owner in East Delhi has been directed to pay a fine of Rs. 5,000 to a customer who was asked to shell out Rs. 34 for a water bottle which had a maximum retail price (MRP) of Rs. 12. The fine comes at a time when consumer courts are turning the heat on shop-owners who overcharge. In a recent landmark decision, the state consumer commission had slapped a fine of Rs. 50,000



on a cineplex for similar malpractice. Goel was awarded the compensation by East district consumer forum President and members directing Zaika Bazaar, Karkardooma Complex, to compensate Goel for overcharging. The Forum said: "The present complaint is covered by the judgment of the state consumer commission in case of Nirulas vs Ankit Jain in which it said no trader or service provier can charge more price than an item's MRP printed on the packed item, if delivered packed". Ordering the restaurant owner to discontinue the malpractice, the form said charging higher

amount than MRP, if delivered in packed form, was against the law of the land. Goel had bought a bottle of Aquafina water from the restaurant in November last year and was asked to pay Rs. 34 for it, including a VAT of Rs. 4, when the bottle had a MRP of Rs. 12 printed on it.

As per the Consumer Protection Act 1986, who can file a case in the consumer court?



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bought a bottle of Aquafina water from the restaurant in November last year and was asked to pay Rs. 34 for it, including a VAT of Rs. 4, when the bottle had a MRP of Rs. 12 printed on it.

What are the various means and ways of Consumer Protection?



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#### **4. Some Decided Cases**

Under the Consumer Protection Act, a

consumer can file a complaint against the manufacturers or sellers for any defective good supplied to him or any deficient services rendered to him.

In Jose Philip Mamphillil vs M/s Premier automobiles Ltd. & Anr, a diesel car purchased by the appellant (consumer) was found defective. The defects in the car were not removed by the defendants (manufacturer and dealer). The Commissioner appointed by the District Forum found a large number of defects in the car. Consequently, the District Forum directed repair of car free of cost and

replacement of engine. The order was upheld by the State Commission except for the direction for replacement of engine.

In the case of Sashikant Krishnani Dole vs. Shikshan Prasarak Mandali, the National Commission held that failure to amount basic safeguards in the swimming pool amounts to deficiency in service. A school owned a swimming pool and offered swimming facilities to the public on payment of a fee. The school conducted winter and summer training camps to train boys in swimming and for this purpose engaged a coach. The plaintiffs

enrolled their only son for learning swimming under the guidance of the coach. It was alleged that due to the negligence of the coach, the boy drowned and died. The school denied any responsibility on its part. the coach claimed that he had considerable experience in coaching young boys in swimming. When the deceased was found to have been drowned, the coach immediately took him out of the water and removed the water from his stomach and gave him artificial respiration and thereafter took him to a doctor. The doctor advised that the boy be taken to the



nearest hospital where the boy died. The State Commission held the school and the coach deficient in rendering service to the deceased. On appeal, the order was upheld by the National Commission.

With reference to the above case, explain the composition, compensation and working of District forum.



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stomach and gave him artificial respiration and thereafter took him to a doctor. The doctor advised that the boy be taken to the nearest hospital where the boy died. The State Commission held the school and the coach deficient in rendering service to the deceased. On appeal, the order was upheld by the National Commission.

Also explain the compensation limits and composition of State Commission and National Commission.



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## 6. CERS Wins Case against Railways

In a Case filed by Consumer Education and Research Society (CERS), Ahmedabad, and a senior couple, the Consumer Dispute Redressal Forum, Ahmedabad City, has held the Railways responsible for negligence and directed it to pay Rs. 2,000 to the couple for its mental agony and Rs. 3,000 towards cost.

Mr. Manmohan Singh and his wife Kamlesh had bought a railway journey-cum-reservation ticket at Ahmedabad for travel from New Delhi to Kanpur Central by the Shatabdi Express on

2nd December, 2001. The details on the ticket, including the coach number, the date of journey, etc., were illegible. Hence, they were forced to buy another ticket for journey from New Delhi to Kanpur. They applied for a refund for the earlier ticket but, as the Forum noted, they had to suffer much for the purpose. In spite of the couple's giving the Ahmedabad residential address for sending the refund, the Railways sent it to their Delhi address. They approached CERS for help.

CERS filed a complaint against the Railways before the Consumer Dispute Redressal

Forum, Ahmedabad City, under Sections 2(1)(g) and 2(1)(o) of the Consumer Protection Act, 1986. CERS claimed that the two senior citizens had to face mental harassment due to the deficiency in service by the Railways. The Railways contended, among other things, that the Forum had no territorial jurisdiction after cancellation of the ticket, the couple were no more consumers in the eye of the law, the complaint was time-barred and the Railways Claim Tribunal was the proper forum to entertain the complaint about refund.

The Forum, however, observed that the



couple's difficulties amounted to the Railways' deficiency in service and ordered it to pay Rs. 2,000 to the couple for the mental agony suffered by them and Rs. 3,000 as cost. The Forum did not decide on the amount of refund, which it said, was "to be exclusively dealt with by the Railway Claim Tribunal".

With reference to the above, explain the role/functions performed by consumer organisations and NGOs.



**View Text Solution**

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Name a few consumer organisations and NGOs engaged in consumer protection and promotion.



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**8.** Himesh, after completing his graduation, started working with a multinational company in Delhi. But due to ill health of his parents, he had to go back to his village. There he noticed that the villagers were literate but ignorant about their rights. Many vegetable vendors were using stones as weights to sell their vegetables. Some shopkeepers were selling food items without having the 'FPO Mark'. The villagers did not find anything wrong with these practices. So, to create awareness among the villagers, Himesh decided to

publish a weekly journal 'Jan Jagriti.' State the right which Himesh has exercised by doing so.



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**9.** Aman, a degree holder in Entrepreneurship came to know about Piplantri Village located in Rajasthan, where in 2006 an initiative was started, in which 111 trees are planted every time a girl child is born.

To keep termites away from the trees the villagers have planted 2.5 million Aloe Vera

plants around the trees. This has turned the village into an oasis, as the planting of trees led to higher water levels.

Aman decided to visit the village to start a business unit, for the processing and marketing of Aloe Vera into juices, gels and other products.

However, on visiting the village Aman found that the villagers were suffering exploitation at the hands of local merchants who were engaged in unscrupulous, exploitative trade practices like hoarding and black marketing of food products and also selling unsafe,



adulterated products to the villagers.

After looking at their plight instead of a business organisation he decided to set up an organisation for the protection and promotion of the consumer interest of the villagers.

State the functions that the organisation established by Aman will be performing. (Any six points.)



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**10.** Ramandeep moved from Meerut to Gurugram to work as an artist in television serials. On getting his first salary, he opened an account in a nearby commercial bank and also opted for ATM facility under ATM card. After a few months, he lost his ATM Card and lodged a request with the bank for furnishing a duplicate card. Consequently, he was allotted duplicate ATM Card Number but that card was not given to him. After a week, he received a SMS message on his mobile stating that sum of Rs. 15,000 has been withdrawn from his

account. Since the duplicate ATM card was not given to him he brought the debit entry in the noticed of the bank. The bank assured to repay that amount to him within 15 days after investigating the issue. But, more than a month has passed since then and despite his persistent efforts the bank has not taken any action so far. So, he files a case against the bank in the district forum. The consumer court can issue a notice to the bank after being satisfied with the genuineness of the complaint and directs the bank to repay Rs. 15,000 to Ramandeep along with a

compensation of Rs. 1,00,000.

Name the rights exercised by Ramandeep in the context of the above case.



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**11.** Manav booked a flat through a private builder in Gurugram, Haryana at the cost of Rs. 4 crore. As per the terms of the contract, the builder promised to provide him with all the basic and modern amenities such as continuous electric supply, C CTV Camera, club

facility, good quality of water, good security etc. Although, he was given the possession of the flat in time, the builder did not provide all the basic and common facilities which also included 3 tier security having C CTV camera coverage for each floor. Manav kept complaining to the builder after possession of the flat for non-installation of C CTV camera and other common and basic amenities as promised at the time of agreement, but the builder kept assuring him that he will do the needful and he need not worry. After a month, Manav had to travel abroad, so he left his

home with his flat duly locked. But on his return, he found that his flat has been robbed and theft of Rs. 1,00,000 and jewellery worth Rs. 50 Lac had taken place. He complained to the builder that had C CTV cameras been installed, it would have been a deterrent and the theft would not have been ensured that no unwanted person would have entered the building. When Manav discussed this incident with his friend Karan, who runs a consumer association, he advised him to file a case against the builder.

In context of the above case, name the right of

consumer that Sooraj has advised Suryansh to exercise.



**Watch Video Solution**

**12.** Manav booked a flat through a private builder in Gurugram, Haryana at the cost of Rs. 4 crore. As per the terms of the contract, the builder promised to provide him with all the basic and modern amenities such as continuous electric supply, C CTV Camera, club facility, good quality of water, good security

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State any three functions highlighting the role of a consumer association.



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**13.** Government of India took the cognizance and understood the necessity of protecting the public in its purchases of gold jewellery, especially with regard to standards of fineness and the prevention of adulteration, be it deliberate or accidental. The principle objectives of the Hallmarking Scheme are to protect the public against the fraud of adulteration and to oblige manufacturers to

maintain legal standards of fineness.

What is hallmarking?



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**14.** Government of India took the cognizance and understood the necessity of protecting the public in its purchases of gold jewellery, especially with regard to standards of fineness and the prevention of adulteration, be it deliberate or accidental. The principle objectives of the Hallmarking Scheme are to

protect the public against the fraud of adulteration and to oblige manufacturers to maintain legal standards of fineness.

Why is it necessary to check the hallmarks on jewellery?

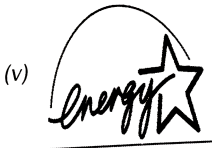


**Watch Video Solution**

**15.** Government of India took the cognizance and understood the necessity of protecting the public in its purchases of gold jewellery, especially with regard to standards of fineness

and the prevention of adulteration, be it deliberate or accidental. The principle objectives of the Hallmarking Scheme are to protect the public against the fraud of adulteration and to oblige manufacturers to maintain legal standards of fineness.

Give a brief description for the following certification marks.



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## Self Assessment Mcq

1. Jago Grahak Jago' is the publicity campaign undertaken by government in eleventh five year plan to

- A. (a) promote the demand
- B. (b) protect the seller
- C. (c) protect the interest of consumers
- D. (d) promote the development of India

**Answer: C**



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2. It is clearly stated in the legal framework of India that the information regarding the product, its content, date of manufacturing, expiry, etc should be printed on the package. Identify the right of consumer highlighted here.

A. (a) Right to be heard

B. (b) Right to choose

C. (c) Right to safety

D. (d) Right to be informed

**Answer: D**



**Watch Video Solution**

**3.** The Consumer Protection Act provided Act provides a number of reliefs to the consumers including replacement of the product, removal of defect in the product, compensation paid



for any loss or injury suffered by the consumer, etc. Identify the right of consumer.

- A. (a) Right to be informed
- B. (b) Right to be heard
- C. (c) Right to seek redressal
- D. (d) Right to consumer education

**Answer: C**



**Watch Video Solution**

4. In what way the objectives of consumer protection can be achieved?

A. (a) Self-regulation by business

B. (b) Business associations

C. (c) Government

D. (d) All of the above

**Answer: D**



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5. If the consumer court is satisfied about the genuineness of the complaint, it can issue an order or direction to the opposite party to pay an amount, not less than..... of the value of defective goods or deficient services provided, to be credited to the consumer welfare fund.

A. (a) 5 %

B. (b) 10 %

C. (c) 15 %

D. (d) 50 %

**Answer: A**



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## Short Answer Type Questions I

1. Who can file a complaint in a consumer court. Or Who can file a complaint under the Consumer Protection Act, 1986?



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2. Discuss any three rights of the consumers under the Consumer Protection Act.



**Watch Video Solution**

## Short Answer Type Questions li

1. Deepak purchased a packet of biscuit from a local shopkeeper. When he reached home, he found that the biscuit was stale. As per your opinion, what would have been the responsibility of Deepak in this context?



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2. What kind of cases can be filed in a State Commission ?



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## Long Answer Type Questions I

1. What are the salient features of Consumer Protection Act?



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2. Why should business firms emphasis on consumer protection?



**Watch Video Solution**

## Long Answer Type Questions li

1. I have seen an advertisement in the newspaper regarding purchase and sale of old

cars. In this context as an aware customer, what responsibilities can I exercise?



**Watch Video Solution**

2. What directions can be given by a consumer forum, if it is satisfied about the genuineness of the complaint.



**Watch Video Solution**



3. How can consumers be protected? State four such agencies protecting consumers.



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## Cbse Examinations Archive Very Short Answer Type Questions

1. Give the constitution of the District Consumer Disputes Redressal Forum under the Consumer Protection Act, 1986.



**Watch Video Solution**

2. Manuj 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.

State with consumer right which Manuj exercised.



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**3.** Give any one responsibility of a consumer in addition to obtaining a cash receipt while purchasing a washing machine.



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**4.** How do business associations act as a means of consumer protection?



[Watch Video Solution](#)

5. Give any one relief available to a consumer who suffers due to consumption of an expired date medicine.



**Watch Video Solution**

6. When can a consumer get more than one relief for a complaint?



**Watch Video Solution**

7. State, what is to be informed to the consumer under 'right to be informed'.



**Watch Video Solution**

8. Which Act of Consumer Protection provides for the formation of consumer protection councils in every district and state of the country?

or Which Act of Consumer Protection provides safety to consumers against deficient services?





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9. Why is consumer protection important for a businessman? Give any one reason.



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## Cbse Examinations Archive Short Answer Type Questions

1. Explain briefly any two points of importance of consumer protection from the point of view

of business.



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2. Sumit purchased an ISI marked washing machine of a famous brand 'MG' from TG Electronics Ltd. The shopkeeper asked him to wait for two days for installation of the machine. His friends, Vivek, was every found of experimenting with new electronic products. He told Sumit that there is no need to wait for the company's representative to install the

machine and that he could do it. So, both of them installed the machine without following the manufacturer's instructions. Initially, the machine worked effectively and the wash was good. But after two days, the machine started stopping in between the wash cycle. Sumit and Vivek tried their best to start the machine but failed in their efforts. Sumit, therefore, approached TG Electronics Ltd., which refused to provide any service on the plea that the installation of the machine was not done by the company.

(a) State the responsibility which Sumit had to



fulfil as an aware consumer to get the services of the company.

(b) Explain any three directions which can be issued by the consumer court to the opposite party if it is satisfied about the genuineness of the complaint.



**Watch Video Solution**

**3.** State any three directions which can be issued by the consumers court to the opposite

party if it is satisfied about the genuineness of the complaint.



**Watch Video Solution**

**4. State any six reliefs available to a consumer under the Consumer Protection Act, 1986.**

or

State any three directions which can be issued by the consumer court to the opposite party if it is satisfied about the genuineness of the complaint.



**Watch Video Solution**

**5.** Explain the following rights of a consumer.

(i) Right to choose.

(ii) Right to be heard.



**Watch Video Solution**

**6.** State any three responsibilities that a consumer should keep in mind while purchasing, using and consuming goods and services.



**Watch Video Solution**

7. How does self-regulation by business persons help in consumer protection?



**Watch Video Solution**

8. How does consumer awareness protect consumers from exploitation?



**Watch Video Solution**

# Cbse Examinations Archive Long Answer Type Questions

1. Explain the importance of consumer protection from the point of view of a business.



**Watch Video Solution**

2. Explain the following rights of a consumer.

(i) Right to be heard.

(ii) Right to seek redressal.



[Watch Video Solution](#)

**3.** Explain the following rights of a consumer.

(i) Right to safety.

(ii) Right to consumer education.



[Watch Video Solution](#)

**4.** Prabhakar purchased an ISI mark electric iron from 'Bharat Electricals'. While using he found that it was not working properly. He

approached the seller and complained for the same. The seller and complained for the same.

The seller satisfies Prabhakar by saying that he will ask the manufacturer to replace this iron.

The manufacturer refused to replace and Bharat Electricals decided to file a complaint in the consumer court. Can 'Bharat Electricals' do this? Also explain 'who is a consumer' as per Consumer Protection Act, 1986.

or

Harish purchased a medicine from Bhatia Medical Stores for his son, who had high fever. Even after giving the medicine his son's

condition did not improve and he had to be hospitalised. Doctor informed Harish that medicine given to his son was spurious.

Harish complained about this to Bhatia Medical Stores. As a result, Bhatia Medical Stores decided to file a complaint against the manufacturer in the consumer court. Can Bhatia Medical Stores do this? Give reason in support of your answer. Also, explain who is a consumer as per Consumer Protection Act, 1986.



**Watch Video Solution**



5. Anita purchased a book from 'Satish Book Stores'. While reading the book she found that ten pages were missing. She approached the seller of the book and complained about the missing pages. The seller promised that if the publisher was ready to change the book he would change the same. After a week the seller informed Anita that the publisher had refused to change the book.

Where can Anita file a complaint against the seller of book ? Give reason in support of your answer. Also, explain who is a 'consumer'.



[Watch Video Solution](#)

6. Reena purchased one litre of pure desi ghee from a shopkeeper. After using it, she had a doubt that it is adulterated. She sent it for a laboratory test which confirmed that the ghee was adulterated.

State any six reliefs available to Reena, if she complains and the consumer court is satisfied about the genuineness of the complaint.



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7. Define consumer protection and state any three points of importance of consumer protection from the point of view of business.



**Watch Video Solution**