Consumer Rights

Standard difficulty · 20 questions · 40 marks · Time: 36 minutes

Name: _____ Date: _____ Score: ____ / 40

Write full answers in Sections B and C. Answers are on the last page — try every question first!

Section A — Choose the correct answer — 8 × 1 = 8 marks

1. The Consumer Protection Act (COPRA) was first enacted in:
   (a) 2005 **(b)** 2019 **(c)** 1995 **(d)** 1986

2. Which describes the right to information?
   (a) knowing the price, ingredients and expiry date
   (b) learning about one's rights
   (c) being heard in consumer forums
   (d) getting compensation when cheated

3. The Agmark mark is found on:
   (a) postage stamps
   (b) electrical goods and other products (BIS standard)
   (c) edible oils and cereals
   (d) train tickets

4. As the book gives it, the District Commission hears:
   (a) claims up to ₹1 crore **(b)** only criminal cases
   (c) claims above ₹10 crore **(d)** only disputes between states

5. In 2005, the RTI Act was passed. How many years before 2032 was that?
   (a) 28 years **(b)** 27 years **(c)** 37 years **(d)** 26 years

6. A 700 g pack offers 10 g extra free. What percentage extra is that, to one decimal place?
   (a) 1.4% **(b)** 70.0% **(c)** 10% **(d)** 6.4%

7. A shopkeeper charges ₹170 for a bottle with an MRP of ₹140. How much has the buyer been overcharged?
   (a) ₹310 **(b)** ₹170 **(c)** ₹30 **(d)** ₹140

8. As per the book, which commission would hear a claim of ₹47 lakh?
   (a) District Commission **(b)** State Commission
   (c) National Commission **(d)** Gram Panchayat

Section B — Short answer — 8 × 2 = 16 marks

9. Why is a consumer movement needed?

10. Explain each consumer right: (a) the right to safety (b) the right to seek redressal

11. What is each mark found on? (a) +F (b) Agmark

12. Which came first, and by how many years? (a) the RTI Act was passed (2005) (b) COPRA was enacted (1986)

13. A student paid ₹56,000 in fees and won a refund of ₹25,000 plus ₹3,000 compensation at the consumer commission. How much did the student get in all?

14. A 500 g pack costs ₹290. With 20 g extra free, what is the price per 100 g before and after, to two decimal places?

15. A shop charges ₹3 above the MRP of ₹80 on each of 10 items. How much extra does the buyer pay, and which right is involved?

16. As the book gives the limits, which commission would hear (a) a claim of ₹92 lakh (b) a claim of ₹32.9 crore?

Section C — Longer answers — 4 × 4 = 16 marks

17. Explain how consumers are exploited in the market.

18. Match each with its description: (a) the right to seek redressal (b) the right to consumer education (c) the right to information. Choose from: getting compensation when cheated; learning about one's rights; knowing the price, ingredients and expiry date.

19. A coaching centre refused to return fees of ₹70,000. The commission ordered a refund of ₹28,000 and ₹9,000 compensation, and fined the centre ₹22,000. (a) How much did the student receive? (b) What was the centre's total cost? (c) Which consumer right did the student use?

20. Give an everyday example where the right to consumer education and the right to choose would matter, and say what a consumer should do.

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Answer key

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Q	Answer	Working
1	**(d) 1986**	—
2	**(a) knowing the price, ingredients and expiry date**	—
3	**(c) edible oils and cereals**	—
4	**(a) claims up to ₹1 crore**	—
5	**(b) 27 years**	2032 − 2005
6	**(a) 1.4%**	10 ÷ 700 × 100
7	**(c) ₹30**	170 − 140
8	**(a) District Commission**	district up to ₹1 crore; state ₹1–10 crore; national above ₹10 crore
9	**Consumers are often cheated by sellers through underweight goods, poor quality and false claims, and need protection.**	—
10	**(a) protection from goods that harm health or life (b) getting compensation when cheated**	—
11	**(a) fortified food (b) edible oils and cereals**	—
12	**COPRA was enacted, by 19 years**	2005 − 1986
13	**₹28,000**	25,000 + 3,000
14	**before ₹57.99,999,999,999,999; after ₹55.77**	290 ÷ 500 × 100; 290 ÷ 520 × 100
15	**₹30; the right to information (and redressal)**	3 × 10
16	**(a) District Commission (b) National Commission**	district up to ₹1 crore; state ₹1–10 crore; national above ₹10 crore
17	**Through underweighing, adulteration, poor quality, false advertising, overcharging above MRP and unsafe goods.**	—
18	**(a) getting compensation when cheated (b) learning about one's rights (c) knowing the price, ingredients and expiry date**	—
19	**(a) ₹37,000 (b) ₹59,000 (c) the right to seek redressal**	—
20	**The right to consumer education: learning about one's rights; the right**	—

Q	Answer	Working
	to choose: not being forced to buy extra items. Check labels and marks, keep the bill, and complain to a consumer commission if cheated.	

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