Consumer Protection

Standard difficulty · 20 questions · 40 marks · Time: 39 minutes

Name: _____ Date: _____ Score: ____ / 40

Show your working for 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 Act that now protects consumers in India is the:
   (a) Companies Act, 2013 **(b)** Indian Contract Act, 1872
   (c) Consumer Protection Act, 1986 **(d)** Consumer Protection Act, 2019

2. What is meant by “right to choose”?
   (a) access to a variety of products at competitive prices
   (b) getting relief against unfair trade practices
   (c) goods falsely claimed to be genuine
   (d) acquiring knowledge to be a well-informed consumer

3. A consumer is awarded compensation for faulty service by a bank. Which consumer right is involved?
   (a) right to be informed **(b)** right to be heard
   (c) right to safety **(d)** right to seek redressal

4. Which quality mark should a buyer look for on a pressure cooker?
   (a) Agmark **(b)** Eco-mark **(c)** ISI mark **(d)** FPO mark

5. A commission orders that the seller must return the money paid for the goods. Which relief is this?
   (a) punitive damages **(b)** paying compensation
   (c) withdrawing hazardous goods **(d)** refunding the price

6. Asha checks the ISI mark before buying a heater. Which responsibility of a consumer is this?
   (a) filing a complaint **(b)** being honest in dealings
   (c) buying standardised goods **(d)** asking for a cash memo

7. Dev paid ₹25 lakh for a laptop that turned out defective. As per the book’s limits, where should the complaint be filed?
   (a) Supreme Court **(b)** National Commission
   (c) State Commission **(d)** District Commission

8. A party not satisfied with an order of the State Commission can appeal to the:
   (a) a lok adalat **(b)** the Registrar of Companies
   (c) the police station **(d)** National Commission

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

9. Who is a consumer?

10. Explain each term: (a) right to be informed (b) right to consumer education

11. Which consumer right is involved in each case? (a) An electric iron gives a shock, so Ravi wants protection from unsafe goods. (b) A buyer gets a replacement for a defective mixer after complaining.

12. Name the quality mark to look for on each. (a) A pressure cooker. (b) Packed spices.

13. As per the book's limits, which commission hears each complaint? (a) value paid ₹80 lakh (b) value paid ₹5 lakh

14. Which responsibility of a consumer is shown in each? (a) Rohan returns the extra change the shopkeeper gave by mistake. (b) Dev files a complaint when a new TV stops working.

15. Name the relief in each case. (a) The commission orders that the firm must stop its misleading advertisement. (b) The commission orders that the firm must pay for the loss suffered by the buyer.

16. A District Commission passed an order on a complaint about a laptop worth ₹74,000. The seller wants to appeal 26 days later. Can he, and to whom?

Section C — Word problems — 4 × 4 = 16 marks

17. Explain the importance of consumer protection from the consumers' point of view.

18. Match each with its meaning: (a) right to consumer education (b) right to seek redressal (c) right to be informed. Choose from: acquiring knowledge to be a well-informed consumer; knowing the quality, quantity, price and expiry of a product; getting relief against unfair trade practices.

19. Read about Sunrise Foods Ltd. (a) An electric iron gives a shock, so Ravi wants protection from unsafe goods. (b) Meera wants to see the date of expiry and price printed on a medicine. (c) A consumer is awarded compensation for faulty service by a bank. Identify the consumer right in each part and explain it briefly.

20. Meera paid ₹10 crore for an office building, which proved defective, and the seller refused to help. (a) Which consumer right was violated? (b) Where should the complaint be filed, as per the book's limits? (c) Name one relief the commission may order. (d) Which document should the buyer keep as proof?

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Answer key

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Q	Answer	Working
1	(d) Consumer Protection Act, 2019	—
2	(a) access to a variety of products at competitive prices	—
3	(d) right to seek redressal	—
4	(c) ISI mark	—
5	(d) refunding the price	—
6	(c) buying standardised goods	—
7	(d) District Commission	—
8	(d) National Commission	—
9	A person who buys goods or hires services for a consideration, for his own use and not for resale or commercial purpose.	—
10	(a) knowing the quality, quantity, price and expiry of a product (b) acquiring knowledge to be a well-informed consumer	—
11	(a) right to safety (b) right to seek redressal	—
12	(a) ISI mark (b) Agmark	—
13	(a) State Commission (b) District Commission	District: up to ₹50 lakh; State: above ₹50 lakh up to ₹2 crore; National: above ₹2 crore
14	(a) being honest in dealings (b) filing a complaint	—
15	(a) discontinuing the unfair practice (b) paying compensation	—
16	Yes: an appeal goes to the State Commission within 45 days of the order.	26 ≤ 45
17	Consumers are often ignorant of their rights and remedies, are unorganised, and face widespread exploitation through adulteration, faulty weights, false advertising and sub-standard goods.	—
18	(a) acquiring knowledge to be a well-informed consumer (b) getting relief against unfair trade practices (c)	—

Q	Answer	Working
	knowing the quality, quantity, price and expiry of a product	
19	**(a) right to safety: protection against goods and services hazardous to life (b) right to be informed: knowing the quality, quantity, price and expiry of a product (c) right to seek redressal: getting relief against unfair trade practices**	—
20	**(a) right to seek redressal (also right to safety if it is hazardous) (b) National Commission (c) e.g. withdrawing hazardous goods (d) the cash memo or bill**	District: up to ₹50 lakh; State: up to ₹2 crore; National: above ₹2 crore