

# Ravi Maths Tuition

## ECO - Consumer Rights

### 10th Standard

### Social Science

#### Multiple Choice Question

72 x 1 = 72

- 1) Which one of the following logos is used for standardization of agricultural products?  
(a) ISI (b) Hallmark (c) Agmark (d) ISO
- 2) In which one of the following courts consumer should file a case if he or she exploited in the market?  
(a) Local court (b) State court (c) Supreme court (d) Consumer court
- 3) Hallmark is used as a logos for which one of the following?  
(a) Agricultural product (b) Jewellery (c) Electric goods (d) Electronic goods
- 4) In which one of the following the logos ISI is used for?  
(a) LPG cylinder (b) Jewellery (c) Gold (d) Agricultural product
- 5) The district court deals with the cases involving claim up to the .....  
(a) Rs. 1 crore (b) Rs. 40 lakhs (c) Rs. 30 lakhs (d) Rs. 20 lakhs
- 6) The district level consumer court deals with the cases involving claims  
(a) Up to 20 lakhs (b) Up to 15 lakhs (c) Up to 1 crore (d) Up to 25 lakhs
- 7) Which of the following rights related to availing details of ingredients of a product?  
(a) Right to safety (b) Right to choose (c) Right to be informed (d) Right to represent
- 8) In which one of the following years was the right to information act implemented?  
(a) 2004 (b) 2005 (c) 2006 (d) 2007
- 9) The district level court deals with the cases involving claims  
(a) Up to Rs. 10 lakhs (b) Up to Rs. 20 lakhs (c) Between Rs. 20 lakhs to Rs. 1 crore (d) Exceeding Rs. 1 crore
- 10) When did the United Nations adopt the guidelines for consumer protection?  
(a) 1983 (b) 1984 (c) 1985 (d) 1986
- 11) Which one of the following statements is false?  
(a) The consumer has right to represent in the consumer court  
(b) The consumer redressal process is very simple and very quick  
(c) Hall mark is the certification maintained for standardisation of jewellery  
(d) The consumer has the right to be informed.
- 12) In the market place rules and regulation are required for the protection of the  
(a) sellers (b) suppliers (c) consumers (d) owners
- 13) In India, the consumer movement as a ..... originated with the necessity of consumers against unethical and unfair trade practices.  
(a) cultural force (b) social force (c) economical force (d) political force
- 14) Rampant food shortages, hoarding, black marketing gave birth to the consumer movement in an organized form in the year  
(a) 1947 (b) 1970 (c) 1960 (d) 1965

- 15) At international level, this has become the foundation for consumer movement  
(a) Consumers international (b) COPRA (c) Consumer forum (d) None of the above
- 16) A major step taken in 1986 by the Indian government was the enactment of  
(a) RTI act (b) Consumer protection act (c) Consumer movement (d) Consumer court
- 17) In the case of Reijo Mathew, he suffers due to anesthesia which resulted in brain abnormalities. Who was held responsible by the national commission after looking in to complain?  
(a) Father (b) Mother (c) Hospital (d) Patient himself
- 18) Because of this right, rules have been made so that the manufacturer displays all the information relating to the commodity  
(a) Right to choose (b) Right to be heard (c) Right to seek redressal (d) Right to be informed
- 19) In October 2005, the government of India enacted a law known as  
(a) Right to choose act (b) Right to information act (c) COPRA (d) Public distribution system
- 20) A student who has paid lump sum fees for a course of three years to a coaching institute, now decides in between to discontinue that institute due to lack of quality of teaching. Can this student get proportionate amount of fee refunded as per the law?  
(a) No (b) Yes (c) May be or may not (d) None of them
- 21) Consumers have the right to be protected against any danger cause by goods like electrical goods and pressure cookers. The right referred here is  
(a) Right to seek redressal (b) Right to be heard (c) Right to safety (d) Right to consumer education
- 22) Manufacturer should not use aggressive selling techniques to sell a particular product without giving the consumer a chance to select to select from alternative products available. Which right is mentioned here?  
(a) Right to safety (b) Right to choose (c) Right to heard (d) Right to be informed
- 23) Which right of consumer is violated if the consumers are not allowed to get their claims settled against manufacturer in case they are cheated or exploited?  
(a) Right to seek redressal (b) Right to choose (c) Right to heard (d) None of them
- 24) Consumer movement in India has led to the formation of various organization locality known as  
(a) Consumer protection council (b) COPRA (c) Resident welfare association (RWA) (d) None of them
- 25) The focal length of a plane mirror is  
(a)  $-1$  (b) Infinity (c) Zero (d)  $+1$
- 26) Which of the following letter does not show lateral inversion  
(a) I (b) F (c) G (d) L
- 27) When a mirror is rotated through an angle  $\theta$ , the reflected ray from it turns through an angle of  
(a)  $\theta$  (b)  $\theta/2$  (c)  $2\theta$  (d) none of the above
- 28) Which among the following is not true for a plane mirror?  
(a) Image is always formed at infinity (b) Image formed is always erect  
(c) Lateral inversion always takes place in a plane mirror (d) Image formed by a plane mirror is always virtual
- 29) The power of a lens of focal length 50 cm is  
(a) 0.5 D (b) 10.5 cm (c) 2D (d) 0.5 D

- 30) According to the new cartesian sign convention
- (a) Focal length of convex mirror is negative and that of concave mirror is positive
  - (b) Focal length of both, convex and concave mirror is negative
  - (c) Focal length of both, convex and concave mirror is positive
  - (d) Focal length of convex mirror is positive and of concave mirror is negative
- 31) Angle of reflection is
- (a) the angle between the incident ray and the normal
  - (b) the angle between the reflected ray and the incident ray
  - (c) the angle between the reflected ray and the mirror surface
  - (d) the angle between the reflected ray and the normal
- 32) In order to get a diminished and virtual image, the object can be placed anywhere in front of a:
- (a) Convex mirror (b) Plane mirror (c) all these mirrors (d) Concave mirror
- 33) Which lens always forms diminished and erect image?
- (a) Convex lens (b) Concave lens (c) Converging lens (d) Both convex and concave
- 34) A spherical mirror and a thin spherical lens have each a focal length of -12 cm. The mirror and the lens are likely to be
- (a) Both concave (b) Both convex (c) The mirror is concave and the lens is convex
  - (d) The mirror is convex and the lens is concave
- 35) MRP on a product means
- (a) minimum retail price (b) maximum retail price (c) micro retail price (d) none of the above
- 36) When was the 'Right to Information Act' passed ?
- (a) In January 2002 (b) In March 2004 (c) In October 2005 (d) In July 2007
- 37) Which one of the following is the agency that develops standards for goods and services in India?
- (a) COPRA (b) National Consumer Court (c) Consumer Protection Councils (d) Bureau of Indian Standards
- 38) The department of consumer affairs are found at
- (a) National level (b) State level (c) both (a) and (b) (d) none of these
- 39) The National Consumer Day is celebrated on
- (a) 24th December (b) 24th November (c) 24th October (d) 24th September
- 40) A consumer
- (a) Sells goods and services (b) Buy goods and services (c) Produces goods and services
- 41) Adulteration is
- (a) Selling defective items (b) Overpricing (c) Underweight measurement (d) Mixing cheap materials
- 42) Causes of consumer exploitation
- (a) Right to Information (b) Proper Supply (c) Low literacy (d) High literacy
- 43) Which is not a function of PDS
- (a) Control Hoarding (b) Control Prices (c) Control over charging (d) Consumer Redressal
- 44) COPRA stands for
- (a) Consumer Protection Act (b) Consumer Prevention Act (c) Consumer Police Act
  - (d) Consumer Power Act

- 45) National Consumer Day is celebrated in India  
(a) 24 December (b) 25 December (c) 26 December (d) 27 December
- 46) COPRA does not propose formation of  
(a) National Consumer Court (b) State Consumer Court (c) District Consumer Court (d) High Court
- 47) ISO stands for  
(a) International Standard Organisation (b) International Organisation for Standardisation  
(c) International School Organisation (d) International Standardisation
- 48) In which year Right to information act was passed  
(a) 2008 (b) 2009 (c) 2005 (d) 2010
- 49) Consumer Complaint forum is called  
(a) Consumer forum (b) RTI (c) High court (d) Police Station
- 50) Organisation which sets International food standards  
(a) Consumer International (b) Codex Alimentarius Commission (c) ISO (d) COPRA
- 51) World Consumers Rights Day is celebrated on  
(a) Jan 15 (b) Feb 15 (c) March 15 (d) Jan-01
- 52) Consumer Forums guide consumers on how to file cases and represent individual consumers in the consumer court.  
Is this statement true ?  
(a) No (b) May or May Not (c) Yes (d) Never
- 53) The organisation which sets standards of products at the International level  
(a) ISO (b) COPRA (c) Agmark (d) BIS
- 54) A person purchasing goods and services for self use is referred as  
(a) consumer (b) producer (c) investor (d) worker
- 55) The other name of goods that is used interchangeably in Economics is  
(a) things (b) material (c) commodity (d) article
- 56) Shopkeepers who sell goods and services to people in small quantities are called  
(a) retailers (b) wholesalers (c) producers (d) shop owners
- 57) In what ways people can be exploited by traders?  
(a) Traders charging more price than listed (b) Giving less quantity  
(c) Not giving complete information about the product (d) All of the above
- 58) Large companies also exploit people. They do this by which of the following ways?  
(a) Ensuring consumer protection (b) listening to consumer complaints  
(c) Giving false information through media (d) Helping in consumer movement
- 59) The consumer grievances redressal cell formed by Government of India is  
(a) Consumer Forum Council (b) COPRA (c) ISI (d) Consumer Protection Council
- 60) The Bureau of Indian Standards gives a mark of certification to products of the Indian industries for quality assurance which is known as  
(a) AGMARK (b) ISO (c) COPRA (d) ISI mark
- 61) The Consumer Protection Act, 1986 ensures that every consumer in India should possess \_\_\_\_\_ consumer rights.  
(a) four (b) two (c) ten (d) six

- 62) You have bought a packet of biscuits whose advertisement you saw in television. The packet has price, batch number, manufacturing and expiry date but does not mention its ingredients. It is the violation of which of the following rights  
(a) Right to Information (b) Right to Safety (c) Right to Seek Redressal (d) Right to Choice
- 63) The movement that arose due to dissatisfaction of people as many unfair practices done by the shopkeepers is known as  
(a) producer movement (b) protection movement (c) movement against unfair practice  
(d) consumer movement
- 64) What does COPRA stands for  
(a) Consumer Protection Amendment (b) Consumer Protection Act (c) Consumer Protection Association  
(d) Consumer Protection Assembly
- 65) Consider the following statements and select the correct option associated with COPRA  
(a) COPRA stands for Consumer Protection Amendment  
(b) Under COPRA, three tier quasi-judicial machinery was set up at District, State and National levels  
(c) The district level court deals with the cases involving claims up to 30 Lakh  
(d) COPRA was enacted in 1987, by Government of India.
- 66) Find the incorrect option  
(a) The Consumer Protection Act, 1986 is popularly known as COPRA  
(b) The National levels Court deals with cases involving claims exceeding Rs 3 crores.  
(c) In October 2005 RTI Act was enacted by Government of India  
(d) The consumer redressal process is difficult, expensive and time consuming .
- 67) Find the incorrect option.  
(a) Consumers have the Right to Seek Redressal against unfair trade practices and exploitation  
(b) In India 25th December is celebrated as National Consumer's Day  
(c) Law enforcement in unorganised sector is weak.  
(d) While seeking any redress, the consumer have the right to be represented in Consumer Courts.
- 68) Radha, a resident in Delhi, recently purchased a home appliance labelled with the ISI mark. She noticed that the product didn't meet the safety standards as advertised and was concerned about its potential hazards. Which of the following consumer rights is most relevant to Radha's situation?  
(a) Right to be informed (b) Right to seek redressal (c) Right to choose (d) Right to safety
- 69) Which of the following statements accurately describes "Consumer Forums" in India's market structure?  
I. Consumer Forums are government appointed entities to manage consumer grievances and disputes in the marketplace.  
II. Consumer Forums, also known as Consumer Protection Councils, are primarily responsible for creating awareness among consumers.  
III. Consumer Forums, established under the Consumer Protection Act (COPRA) of 1986, guide consumers on how to file cases in the Consumer Court and represent individual consumers in legal proceedings.  
IV. Consumer Forums are voluntary organisations that receive support from the government to promote fair trade practices and maintain market regulations.  
(a) Only I (b) Only III (c) Only IV (d) Both I and II

- 70) Mr. Z recently purchased an electronic device. He later found that the product had numerous defects and was not functioning as advertised. He approached the seller to seek compensation for the faulty product. Which of the following rights of consumers would support Mr. Z's claim for compensation?
- Right to Seek Redressal
  - Right to Choose
  - Right to be Informed
  - Right to Representation
- (a) Only I (b) III and IV (c) I and II (d) Only II
- 71) Why is the Consumer Protection Act of 1986 significant in India and what rights does it provide to consumers?
- It established consumer councils and redressal authorities, providing rights such as safety, information, choice, redressal and representation.
  - It initiated consumer awareness programs without granting specific rights to consumers.
  - It focused solely on regulating market prices without addressing consumer rights.
  - It centralised governmental control over consumer related issues, limiting consumer influence.
- 72) Consider the statements given below and choose the correct answer.
- Statement I** The Consumer Movement in India began due to the necessity of protecting and promoting the interests of consumers against unethical and unfair trade practices during the 1960s.
- Statement II** The Consumer Protection Act, 1986, established a three-tier quasi-judicial machinery at the district, state, and national levels for redressal of consumer disputes.
- Statement I is correct and II is incorrect
  - Statement I is incorrect and II is correct
  - Both Statements I and II are incorrect
  - Both Statements I and II are correct

Fill up / 1 Marks

3 x 1 = 3

- 73) The consumer movement in India has led to the formation of various organisations locally known as\_\_\_\_\_
- 74) .....is a certification mark employed on agricultural products in India.
- 75) A campaign launched by Government of India to educate the consumers about their right is.....

True or False

7 x 1 = 7

- 76) COPRA applies only to goods.
- True
  - False
- 77) India is one of the many countries in the world which has exclusive courts for consumer redressal.
- False
  - True
- 78) When a consumer feels that he has been exploited, he must file a case in the District Consumer Court.
- False
  - True
- 79) It is worthwhile to move to consumer courts only if the damages incurred are of high value.
- True
  - False
- 80) Hallmark is the certification maintained for standardisation of jewellery.
- False
  - True
- 81) The consumer redressal process is very simple and quick.
- False
  - True
- 82) A consumer has the right to get compensation depending on the degree of the damage.
- False
  - True

Match the following

1 x 1 = 1

	A	B	C	D	E	F
(1)	5	3	1	2	4	6

83) Match List I with List II and select the correct alternative the correct accordingly.

List I	List II
A. Availing details of ingredients in a product	1. Right to Safety
B. Agmark	2. Dealing with Consumer cases
C. Accident due to faulty engine in a scooter	3. Certification of edible oil and cereals
D. District Consumer Court	4. Agency that develops standards for goods and services
E. Consumers International	5. Right to Information
F. Bureau of Indian Standards	6. Global level institution of Consumer welfare organisations

Picture Based Questions

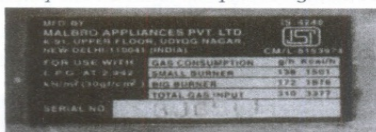
3 x 1 = 3

84) Identify the mark in the picture



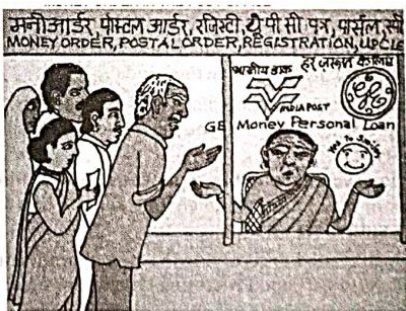
(a) ISI (b) Agmark (c) Hallmark (d) Woolmark

85) Identify the mark in the picture given below



(a) Hall mark (b) Agmark  
(c) ISI mark (d) Woolmark

86) The image shows a group of people standing in front of a post office that offers personal loans. Which of the following consumer rights is most relevant for them to exercise before availing the loan service?



(a) Right to safety  
(b) Right to be informed  
(c) Right to choose  
(d) Right to privacy

Correct and rewrite

2 x 1 = 2

87) Through Consumer International of 1998, United Nation adopted guidelines for Consumer protection.

88) Under Consumer Protection Act, a two tier quasi-Judicial machinery at the state and national levels has been set up for redressal of a consumer disputes.

2 Marks

88 x 2 = 176

89) A shopkeeper insists that you buy a guide with your NCERT Textbook. Which right of the consumer is being violated here?

- 90) Mention a few Organizations that provide certification of standardization in India.
- 91) What is adulteration?
- 92) Which is the most heinous crime against humanity?
- 93) When was rampant food shortages, hoarding, and black marketing gave birth to the consumer movement in an organized form?
- 94) At international level, which became the foundation for consumer movement?
- 95) What enactment law was given in 1986 by the Indian government?
- 96) Hallmark is the certification maintained for standardization of which type of products?
- 97) In the case of Reijo Mathew, he suffers due to anaesthesia which resulted in brain abnormalities. Who was held responsible by the national commission after looking in to complain?
- 98) Which right has been made so that the manufacturer displays all the information relating to the commodity?
- 99) Which one of the following is the certification maintained for standardisation of edible goods?
- 100) What enactment was given by the government of India in October 2005?
- 101) A student who has paid lump sum fees for a course of three years to a coaching institute, now decides in between to discontinue that institute due to lack of quality of teaching. Can this student get proportionate amount of fee refunded as per the law?
- 102) Manufacturer should not use aggressive selling techniques to sell a particular product without giving the consumer a chance to select from alternative products available. Which right is mentioned here?
- 103) Which right of consumer is violated if the consumers are not allowed to get their claims settled against manufacturer in case they are cheated or exploited?
- 104) Why was the Consumer Protection Act enacted by the Indian Parliament?
- 105) On which day is 'National Consumer Day' celebrated every year in India?
- 106) What is ISO?
- 107) I am not getting regular water supply. What can I do against the concerned government? authority?
- 108) What arose out of dissatisfaction of the consumers as many unfair practices were being indulged in by the sellers?
- 109) I bought branded packaged milk of 50ml from a retailer. The packet actually gave 400ml of milk. What can I do in this situation?
- 110) What is COPRA?
- 111) I had booked a train ticket in one of the super-fast trains. The train was delayed for long hours without any reason. What can I do in this situation?
- 112) I had applied for an electricity connection. However, I was not provided power supply. What can I do in this situation?
- 113) I had booked a car for Rs.5,10,000. The car was supposed to be delivered in six months. There was delayed in delivery of car. The price of car has to Rs. 5,25,000. What can I do in this situation?
- 114) Why was 'Consumer Protection Act 1986' enacted?
- 115) Which organisation sets international food standards?
- 116) If any damage is done to a consumer by a trader, under which consumer right one can move to consumer court to get compensation?
- 117) Which organisation sets standards of products at the international level?
- 118) Name the global level institution of consumer welfare organisations.



- 119) What is 'consumer exploitation'?
- 120) If you are to purchase spices for food from the market, which logo will you like to see to be sure of quality?
- 121) Which logo would you like to see for purchasing electrical goods?
- 122) Which certification is maintained for standardization of electrical goods?
- 123) Who is a consumer?
- 124) Who is a producer?
- 125) What is a market place?
- 126) Why did consumer arise in India?
- 127) What gave birth to the consumer movement in an organised form?
- 128) Why did the consumer movement begin as a social force in India?
- 129) What do you understand by 'Consumer International'? When was it adopted?
- 130) Which major step was taken by the Indian government in 1986?
- 131) The scope of Consumer Protection Act has widened. Explain, how?
- 132) Why consumer protection is important for consumers? Give any one reason.
- 133) Why should right to safety be practiced by the consumers?
- 134) Pragya bought an iron of a reputed brand for Rs.1,500 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.
- 135) What information one should check before buying packed medicines?
- 136) What information one should check before buying any packed food?
- 137) Why should manufacturers or producers display information on the label of products?
- 138) What does MRP stand for?
- 139) How does MRP benefits a consumer?
- 140) What is meant by the Right to Information Act (RTI)?
- 141) When was RTI Act enacted in India?
- 142) What do you mean by an 'informed choice'?
- 143) Where should a consumer go to get justice?
- 144) What a consumer can demand if his right to seek redressal violated?
- 145) Name the three-tier quasi-judicial machinery at various levels.
- 146) What are the claim limits of the consumer courts cases?
- 147) Which logo would you like to see while purchasing a tin of edible oil?
- 148) Which logo will you like to see on the electric heater to be sure of its quality?
- 149) Bisht wants to buy an iron. As an aware customer how can he be sure about the quality of iron?
- 150) Ritu wants to buy a gold ring. As an aware customer how can she be sure about the quality of good ring she is going to buy?
- 151) Anjali purchased a machine for Rs.1.5 crore from a company and found it defective. Defect was not rectified in spite of repeated complaints to company. Suggest to him the appropriate authority where he could file a complaint under Consumer Protection Act, 1986.
- 152) Which agency develops standards for goods and services?

- 153) What does COPRA stand for?
- 154) Mention any two ways of exploitation of consumers in the market.
- 155) What efforts were taken by consumer organizations in 1970s?
- 156) When did the consumer movement begin in an organised form?
- 157) Why do producers need to follow the safety rules strictly?
- 158) What information one should check before buying any garment?
- 159) If you are not interested to buy a toothbrush with toothpaste but the shopkeeper denied to sell toothpaste only. In this case which consumer right is being violated by the seller.
- 160) Which consumer right entitles the consumer to get relief in case the product or service falls short of his expectations?
- 161) What should a consumer do to have proof of the purchase made?
- 162) How does consumer rights benefit the consumers?
- 163) Consumers might be exploited by unscrupulous, exploitative and unfair trade practices. Give few examples of such practices adopted by sellers.
- 164) Which logo is used on spices?
- 165) Suppose your parents want to purchase gold jewellery along with you, then which logo will you look for on the jewellery?
- 166) What are Consumer Forums?
- 167) What are the objectives of COPRA,1986?
- 168) What led to the formation of Consumer Protection Councils?
- 169) Which logo would you like to see for purchasing electrical goods?
- 170) For which kind of product Hallmark is used?
- 171) Why is consumer redressal process expensive and cumbersome?
- 172) You went to a marriage 'pandal and found that it is beautifully decorated and well illuminated but there is no fire extinguisher installed in the premises. Under which right you can ask the organiser to arrange for fire extinguishers.
- 173) Seema purchased a packet of milk powder of which the expiry date had passed. Which of her right is violated and what can she do about it?
- 174) A shopkeeper insists you in buying the toothbrush along with the toothpaste and denies you to buy the tooth paste alone. Which consumer right is violated by the seller?
- 175) 'Consumer Affairs raids Malda markets to check malpractices, complaints were received that soft drinks were being sold at a higher price.'  
**Source (edited)** Millennium Post
  - (i) Which consumer right was being violated in the above instance of soft drinks being sold at a higher price?
  - (ii) Which consumer right was likely invoked in response to the complaints?
- 176) Amit purchased a newly released electronic gadget from an online store. After a few uses, it malfunctioned and caused minor electric shocks. Discuss the rights violated according to the Consumer Protection Act (COPRA) and the possible actions she can take for redressal.

- 177) The consumer Protection Act 1986 ensures the following as right which every consumer in India should possess
- Right to choice.
  - Right to information.
  - Right to redressal.
  - Right to representation.
  - Right to safety.
  - Right to consumer education.
- Categorise the following cases under different heads and mark against each in brackets.
- Lata got an electric shock from a newly purchased iron. She complained to the shopkeeper immediately. ( )
  - John is dissatisfied with the services provided by MTNL/BSNL/TATA Indicom for the past few months. He files a case in the District Level Consumer Forum. ( )
  - Your friend had been sold a medicine that has crossed the expiry date and you are advising her to lodge a complaint. ( )
  - Iqbal makes it a point to scan through all the particulars given on the pack of any item that he buys. ( )
  - You are not satisfied with the services of the cable operator catering to your locality but you are unable to switch over to anybody else. ( )
  - You realise that you have received a defective camera from a dealer. You are complaining to the head office persistently. ( )
- 178) What are the various ways by which people may be exploited in the market?
- 179) What do you think should be the role of government to protect consumers?
- 180) What could have been the steps taken by consumer groups?
- 181) There may be rules and regulations but they are often not followed, Why? Discuss.
- 182) For the following (you can add to the list) products/services discuss what safety rules should be observed by the producer?
- LPG Cylinder
  - Cinema theatre
  - Circus
  - Medicines
  - Edible oil
  - Marriage pandal
  - A high-rise building
- 183) When we buy commodities we find that the price charged is sometimes higher or lower than the Maximum Retail Price printed on the pack. Discuss the possible reasons, Should consumer groups do something about this?
- 184) Pick up a few packaged goods that you want to buy and examine the information given. In what ways are they useful? Is there some information that you think should be given on those packaged goods but is not? Discuss.
- 185) People make complaints about the lack of civic amenities such as bad roads or poor water and health facilities but no one listens. Now the RTI Act gives you the power to question. Do you agree? Discuss.
- 186) The following are some of the catchy advertisements of products that we purchase from the market. Which of the following offers would really benefit consumers? Discuss
- 15 gm more in every 500 gm pack \_\_\_\_\_
  - Subscribe for a newspaper with a gift at the end of year \_\_\_\_\_
  - Scratch and win gifts worth Rs.10 lakh \_\_\_\_\_
  - A milk chocolate inside a 500 gram glucose box \_\_\_\_\_
  - Win a gold coin inside a pack \_\_\_\_\_
  - Buy shoes worth Rs. 2000 and get one pair of shoes worth Rs. 500 free \_\_\_\_\_
- 187) Arrange the following in the correct order
- Arita files a case in the District Consumer Court.
  - She engages a professional person.
  - She realises that the dealer has given her defective material
  - She starts attending the court proceedings
  - She goes and complains to the dealer and the Branch office, to no effect
  - She is asked to produce the bill and warranty before the court.
  - She purchases a wall clock from a retail outlet.
  - Within a few months, the dealer was ordered by the court to replace her old wall clock with a brand new one at no extra cost.

- 188) What is the difference between consumer protection council and consumer Disputes Redressal Commission?
- 189) If the standardisation ensures the quality of a commodity, why are many goods available in the market without ISI or Agmark certification?
- 190) Find out the details of who provides Hallmark and ISO certification.
- 191) Mrs. Krishna bought a colour television (CTV) against six months warranty. The CTV stopped working after three months. When she complained to the dealer / shop where it was purchased, they sent an engineer to set it right. The CTV continues to give trouble and Mrs Krishna no longer gets any reply to the complaint she made to the dealer / shop. She decides to write to the Consumer Commission in her area. Write a letter on her behalf. You may discuss with your partner / group members before you write it
- 192) Conduct a survey in your locality by supplying the following questionnaire to get an idea as to how alert they are as consumers.

	For each question, tick one.	Always A	Sometimes B	Never C
1.	When you buy some item, do you insist on a bill?	↑	↑	↑
2.	Do you keep the bill carefully?	↑	↑	↑
3.	If you realise that you have been tricked by the shopkeeper, have you bothered to complain to him or her?	↑	↑	↑
4.	Have you been able to convince him or her that you've been cheated?	↑	↑	↑
5.	Do you simply grumble to yourself reconciling that it is your fate that you are often being victimised so and it is nothing new?	↑	↑	↑
6.	Do you look for ISI mark, expiry date etc.?	↑	↑	↑
7.	If the expiry date mentioned is just a month or so away, do you insist on a fresh packet?	↑	↑	↑
8.	Do you weigh the new gas cylinder/old newspapers yourself before buying/selling?	↑	↑	↑
9.	Do you raise an objection if a vegetable seller uses stones in place of the exact weight?	↑	↑	↑
10.	Do excessively bright coloured vegetables arouse your suspicion?	↑	↑	↑
11.	Are you brand-conscious?	↑	↑	↑
12.	Do you associate high price with good quality (to reassure yourself that after all you have not paid a higher price just like that)?	↑	↑	↑
13.	Do you unhesitatingly respond to catchy offers?	↑	↑	↑
14.	Do you compare the price paid by you with those of others?	↑	↑	↑
15.	Do you strongly believe that your shopkeeper never cheats a regular customer like you?	↑	↑	↑
16.	Do you favour 'home delivery' provision of items without any doubt regarding weight etc.?	↑	↑	↑
17.	Do you insist on 'paying by meter' when you travel by auto?	↑	↑	↑

**Note**

- (i) You are extremely aware as a consumer if your answers for Qns. 5, 12, 13, 15 and 16 are (C) and for the rest (A).
- (ii) If your answers are (A) for Qns. 5, 12, 13, 15 and 16 and the rest (C), then you have to wake up as consumer.
- (iii) If your answer is (B) for all the questions – you are somewhat aware.

3 Marks

59 x 3 = 177

- 193) Think of one example from your experience where you thought there was some 'cheating' in the market. Discuss in the classroom.
- 194) Find out any case of accident or negligence from people around you, where you think that the responsibility lay with the producer. Discuss.
- 195) Explain the need for consumer consciousness by giving two examples.
- 196) Mention a few factors which cause exploitation of consumers.
- 197) What is the rationale behind the enactment of consumer Protection Act 1986?
- 198) Describe some of your duties as consumers, if you visit a shopping complex in your locality.

- 199) Suppose you buy a bottle of honey and a biscuit packet. Which logo or mark you will have to look for and why?
- 200) What legal measures were taken by the government to empower the consumers in India?
- 201) Mention some of the rights of consumers and write a few sentences on each.
- 202) By what means can the consumers express their solidarity?
- 203) What factors gave birth to the consumer movement in India? Trace its evolution.
- 204) Why are rules and regulations required in the marketplace? Illustrate with a few examples.
- 205) How has a three-tier quasi-judicial machinery been set up for redressal of consumer disputes? Explain.
- 206) Find out the details of who provides Hallmark and ISO certification.
- 207) "The consumer movement arose out of dissatisfaction of the consumers." Justify the statement with arguments.
- 208) Explain any three factors which gave birth to the consumer movement in India?
- 209) What was the main cause of the rise of consumer movement?
- 210) What are the drawbacks of consumer movement in India?
- 211) Why are rules made to display information by the manufacturers?
- 212) How does displaying the information about the product help consumers?
- 213) Name the consumer courts at the district, state and national levels.
- 214) How do the logos ISI, Agmark or Hallmark help consumers?
- 215) What is the need for consumer awareness?
- 216) What is the role of Public Distribution System?
- 217) "Consumer awareness is essential to avoid exploitation in the market place". Support the statement.
- 218) What do you understand by consumer protection?
- 219) Why COPRA is enacted in India?
- 220) Enumerate the measures to protect the rights of the consumers.
- 221) What are the various kinds of protection required to promote development?
- 222) "Governments initiate schemes and programmes to alleviate the suffering of the poor and meet their basic needs."  
(i) Identify the fundamental right which is related to the Statement.  
(ii) But poverty remains in the country. What could be the reason for such a situation?
- 223) How government protects the interests of consumers?
- 224) What is the role RTI Act in India? Explain.
- 225) Why are defective or low quality goods available in the market?
- 226) State any two positive impacts of consumer movements in India.
- 227) Suggest three measures of saving consumers from exploitation.
- 228) What steps could have been taken by the consumer groups to safeguard the interests of consumers?
- 229) 'Consumer movements can be effective only with the active involvement of the consumers.' Support the statement with arguments.
- 230) What is Consumer Protection Act, 1986? Mention its advantages to the consumers.
- 231) Explain the judicial structure of consumer disputes in India.
- 232) Explain the three functions of Consumer Protection Councils.

- 233) Why are logos like ISI, Agmark or Hallmark used on various commodities?
- 234) What do you mean by ISO? mention a few organizations that provide certification of standardization in India.
- 235) Find out the details of who provide Hallmark and Iso certifications.
- 236) Explain the various ways by which the consumers are exploited by the producers or wholesalers?
- 237) Explain with three suitable examples the meaning of 'right to be informed' as provided under Consumer Protection Act, 1986.
- 238) What is the importance of logos and certification? How does it help consumers?
- 239) How do we participate in the market as producers and consumers? Explain with three examples.
- 240) How are consumers exploited in the marketplace? Explain with three examples.
- 241) Explain the circumstances under which markets do not work in a fair manner.
- 242) What are the main factors which cause exploitation of consumers? Explain three factors.
- 243) How can the consumer use his Right to Information when he is not satisfied with the service he gets?
- 244) How far RTI of 2005 is the improvement over previous acts ? Explain
- 245) How will an aggrieved person get his or her compensation? Explain with an example.
- 246) How do Consumer Protection Councils help consumers Explain three ways.
- 247) What are the various courts set up under COPRA?
- 248) How do the logos and certification on cover help the consumers to buy standardised products?
- 249) Assess the impact of COPRA on consumers.
- 250) Highlight any three problems which a consumer may face in the process of redressal.
- 251) Sudha bought a tin of edible oil. After coming home she found that the seal was broken and oil leaked from it. What are the things that she should keep in mind while making such purchases?

Case Study Questions

1 x 4 = 4

- 252) The consumer movement arose out of dissatisfaction of the consumers as many unfair practices were being indulged in by the sellers. There was no legal system available to consumers to protect them from exploitation in the marketplace. For a long time, when a consumer was not happy with a particular brand product or shop, he or she generally avoided buying that brand product, or would stop purchasing from that shop. It was presumed that it was the responsibility of consumers to be careful while buying a commodity or service. It took many years for organisations in India, and around the world, to create awareness amongst people. This has also shifted the responsibility of ensuring quality of goods and services on the sellers.
1. Why did the consumers were dissatisfied?
    - (a) This is because of the fair practices were being indulged in by the sellers.
    - (b) This is because of the unfair practices were being indulged in by the sellers.
    - (c) This is because of the good behaviour and offers provided of the sellers.
    - (d) This is because of the unfair practices were being indulged in by the consumers.
  2. If the consumer was not happy after buying a commodity or service, who was blamed for it earlier?
    - (a) It was presumed that it was the responsibility of consumers to be careful while buying a commodity or service.
    - (b) It was presumed that it was the responsibility of sellers to be careful while selling a commodity or service.
    - (c) It was presumed that it was the responsibility of manufacturers to be careful while manufacturing a commodity or service.
    - (d) It was presumed that it was the responsibility of banker to be careful while providing loan for a commodity or service.
  3. What has changed now?
    - (a) Organisations in India, and around the world, to create awareness amongst people. This has also shifted the responsibility of ensuring quantity of goods and services by the manufacturer.
    - (b) Organisations in India, and around the world, to create awareness amongst people. This has also shifted the responsibility of ensuring quality of goods and services by the bank personnel.
    - (c) Organisations in India, and around the world, to create awareness amongst people. This has also shifted the responsibility of ensuring quality of goods and services by the consumers.
    - (d) Organisations in India, and around the world, to create awareness amongst people. This has also shifted the responsibility of ensuring quality of goods and services on the sellers.
  4. From where did the consumer movement arose?
    - (a) The consumer movement arose out of the satisfaction of the consumers and unfair practices were being indulged in by the consumers.
    - (b) The consumer movement arose out of satisfaction of the consumers as many fair practices were being indulged in by the sellers.
    - (c) The consumer movement arose out of dissatisfaction of the consumers as many unfair practices were being indulged in by the sellers.
    - (d) The consumer movement arose out of dissatisfaction of the consumers and good behaviour and offers provided of the sellers.

5 Marks

27 x 5 = 135

- 253) Critically examine the progress of Consumer Movement in India.
- 254) What are the factors responsible for the consumer exploitation?
- 255) What are the different forms of consumer exploitation?
- 256) Mention a few factors that cause exploitation of consumers.
- 257) What are the institutions set up under COPRA to redress grievances? explain.
- 258) How did consumer movement originate as a 'social force' in India?
- 259) Explain with three suitable examples the meaning of "right to be informed" as provided under Consumer Protection Act.
- 260) State the rights of consumers as codified in Indian laws.
- 261) "Rules and regulations are required for the protection of the consumers in the market place".
- 262) Why are rules and regulations required in the market place? Explain.
- 263) How have markets been transformed in recent years? Explain with example.

- 264) How is the consumer redressal process becoming cumbersome, expensive and time consuming? Explain.
- 265) Explain with an example how you can use the right to seek redressal?
- 266) Explain the 'Right to seek redressal' with an example.
- 267) Explain why a consumer should learn to be well informed.
- 268) Consumers have the right to be informed about goods and services they purchase. Explain its three advantages.
- 269) "There is a great need for acquiring the knowledge, and skill to become a well-informed consumer.' Support the statement.
- 270) Explain any five rights of a consumer under the Consumer Protection Act, 1986.
- 271) Explain any five responsibilities of a consumer.
- 272) "Rules and regulations are required for the protection of the consumers in the market place." Justify the statement with arguments.
- 273) State any five achievements of the consumer movement in India.
- 274) What are Consumer Protection Councils (CPCs)? What are the main activities of the CPCs?
- 275) Analyse the functions of Consumer Protection Council or Consumer Forum.
- 276) Explain the various functions of consumer organisation which protect consumers against exploitation.
- 277) Explain any three strategies adopted by the government to protect the interest of the consumers
- 278) What should be the role of media for consumer protection and welfare against various exploiting elements?
- 279) "Consumer awareness in India faced so many obstacles and had not been an easy growth". Explain.

\*\*\*\*\*



