

UNIT – XII

(Consumer Protection)

Carrying 1 Marks

1. Which act will come under consumer protection Act., 1986 1
 - (a) False information, regarding the quality of goods.
 - (b) Non-compliance of terms of
 - (c) Supply of inferior quality of goods
 - (d) All of the above
2. Consumer protection Act., 1986 covers 1
 - (a) Only private sectors
 - (b) Only public sectors
 - (c) Only Co-operative
 - (d) All of the above
3. Consumer protection Act. 1986 will cover 1
 - (a) Complaints relating to restrictive trade practice
 - (b) Consumers who buy goods for earning their lived hood by means of self-employed.
 - (c) Goods which are hazardous to life and safety of the consumers.
 - (d) All of the above
4. Dr. A.K. Jha filed a case against LG cooling Ltd. In the ‘District Forum’ but he was not satisfied with the order of the District Forum. Where can be appeal further against the decisions of the ‘District Forum’ 1
 - (a) High Court
 - (b) Supreme Court
 - (c) State Commission
 - (d) National Commission
5. VOICE, New Delhi is a 1
 - (a) NGOs and consumer organization
 - (b) is device to record the sound
 - (c) is organisation to run school.
 - (d) Is organisation to help poor.
6. Right available to the consumer are – 1
 - (a) Right to safety
 - (b) Right to be informed
 - (c) Right to choose
 - (d) All of the above
7. The agencies which can work for consumer protection are – 1
 - (a) Business : self-regulation
 - (b) Business : associations
 - (c) Consumers “ Self-help
 - (d) All of the above
8. Only those complaints can be filed in the District Forum Where the value of goods or service and the compensation claimed is less than. 1
 - (a) Rs. 20 Lakhs
 - (b) Rs. 1 Crore
 - (c) Rs. 50 Lakhs
 - (d) Rs. 75 Lakhs
9. Only those complaints can be filed in the state commission where the value of goods, or service and the compensation claimed is less than. 1

- (a) Rs. 20 Lakhs
 - (b) Rs. 90 Lakhs
 - (c) Rs. 01 Crore
 - (d) Between Rs. 20 lakhs and 1 crore.
10. Which Act. Provides for the setting up of three-tier machinery? 1
- (a) The Consumer protection Act. 1986
 - (b) The contract Act. 1982
 - (c) The Bureau of Indian standard Act. 1986
 - (d) The Trade marks Act. 1999.

True and False

- 1. Common cause, New Delhi is consumer organisation - True/False 1
- 2. VOICE, New Delhi is studio to record music - True/False 1
- 3. Right to be Heard is not covered under consumer protection Act. 1986 True/False 1
- 4. At the Lok Adalats, issues are discussed on the spot and decisions are taken thereafter to provide necessary relief to the consumer - True/False 1
- 5. Net contents on the product to ensure you get what you pay for - True/False 1

Short Type Questions. 4 Marks

- 1. Explain any four points of importance of consumer protection from the point of view of consumers. 4
- 2. List any four points of importance of consumer protection from business point of view. 4
- 3. Explain important aspects of consumer protection. 4
- 4. What is consumer protection Act. 1986? Explain in brief the importance of consumer protection from the point of view of a business. 4
- 5. Enumerate the rights provided under the consumer protection Act. 1986 for protection of consumer and explain briefly any two right of consumer. 4
- 6. What are the responsibilities of a consumer? 4
- 7. Explain 4
 - (a) How does consumer awareness protect the consumers?
 - (b) How does business self regulation help in consumer protection?
- 8. What precautions should a consumer take while buying a product or Service? 4
- 9. Briefly Explain the role of consumer organisation. 4
- 10. Explain the right of safety and right to education. Under consumer protection Act.. 4
- 11. Explain the following as ways and means of consumer protection. 4
 - (i) Consumer awareness
 - (ii) government
- 12. Explain the following rights of a consumer 4
 - (i) Right to choose
 - (ii) Right to seek redressal
- 13. Mr. Anand a consumer purchased medicines without noticing the date of expiry. He also did not obtain the cash memo. Can he claim the loss caused due to expired medicine? Give reasons in support of your answer. 4

14. Mrs. Amrita purchased new Flate from Techno housing Pvt. Ltd. for Rs. 2 crore at Ranchi. After 6 months she came to know about number of deviation from specification provided by the housing company. Guide him to protect the loss caused by deviation from specification. 4
15. Mrs. Kanchan purchased Maruti S X 4 can form a second hand Car dealer after 3 months she came to know about the manufacturing problem in Car gear box. Car was sold to original purchaser by Maruti dealer with 3 year warranty scheme and this period of warranty is not expired. Guide mrs Kanchan. 4

6 Marks

1. Explain in brief the various means of ensuring consumer protection in India 6
2. (a) Define the term 'consumer'. 6
(b) Write a note on various ways and means of consumer protection.
3. Explain, in brief, the responsibilities of the consumer. 6
4. Explain the importance of consumer protection in India. 6
5. Consumer protection Act provides some rights to the consumers. Explain any four rights of the consumer a per the Act. 6
6. Non-government organizations perform several functions for the protection of interests of consumers. State any Six functions performed by them. 6
7. Explain, in brief, the rights of consumer. 6
8. Explain in brief the role of consumer organizations and NGOs in consumer protection. 6
9. Explain the redressal mechanism available to consumers under the consumer protection Act. 1986. 6
10. State any six relief's available to a Consumer when the Consumer Court is satisfied with the genuineness of the complaint. 6