



## INDIAN SCHOOL AL WADI AL KABIR

<b>Class: XII Business Studies</b>	<b>Department: Commerce</b>
<b>Worksheet No: 1</b>	<b>Topic: CONSUMER PROTECTION</b>

A. State the following statements as True and False:

1) “Let the buyer beware” has now been changed to “Let the seller beware”.

a. Ans. True.

2) Each state commission must have one woman as its member.

a. Ans. True,

3) Right to Education is one of the consumer rights.

a. Ans. True

4) The scope of Consumer Protection Act is applicable to big undertakings, private sector and co-operative sector only. [R]

a. Ans. False, it is applicable in every sector.

5) Redressal through Consumer Protection Act is expensive and slow way of solving their grievances.

a. Ans. False, it is inexpensive and speedy way.

6) Consumer Protection Act provides 5 consumer rights to help in getting their grievances redressed.

a. Ans. False, there are six.

7) Consumer Protection Act only covers goods manufactured in India.

a. Ans. False, it covers services and imported goods.

8) BIS Hallmark is standard for agricultural products.

a. Ans. False, it is for jewelry.

9) The consumers has the forced to choose from the available variety of products.

a. Ans. False, the consumer has freedom from wide variety of products

10) Consumer Protection Act only includes educating consumers about their rights and responsibilities.

a. Ans. False, it also helps in getting their grievances redressed.

### Multiple Choice Questions

1. The consumer must be assured whenever possible access to a variety of goods and services at competitive prices.

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- a. Right to Consumer Protection Act
- b. Right to choose
- c. Right to safety
- d. Right to be heard

Ans. B. Right to Choose

2. The consumer provides to approach the government and public bodies when decision and policies are made which can hamper consumer interests.

- a. Right to safety
- b. Right to be heard
- c. Right to Consumer Protection Act
- d. Right to consumer education.

Ans. Right to be heard

3. Consumer Protection Act is applicable:

- a. Immovable goods
- b. Movable goods
- c. Specific goods and services
- d. All goods and services.

Ans. D. All goods and services.

4. "Consumer has the right to present before the appropriate forum or authorities all those matters which effect his interests". It is termed as right to be:

- a. Heard
- b. Informed
- c. Safety
- d. Education

Ans. A. Right to be heard

5. When does false representation that the goods are of the particular standard, quality is termed as:

- a. Restricted trade practices
- b. Unfair trade practices
- c. Caveat emptor
- d. Caveat Venditor

Ans. A. Restricted trade practices.

Qs. On the eve of Diwali Kalpana purchased two kilograms of sweets from VV Koyal Sweets. On consumption of sweets her two children and husband fell sick and were to be hospitalized. Kalpana wanted to file a case in the consumer forum but could not do so because she did not have any proof of buying sweets from Koyal sweets. What proof could Kalpana have obtained for filing the claim in the consumer court?

**Answer:**

Kalpana could have obtained cash memo for filing the claim in consumer court

Qs. Amazing Duniya' is a tourist agency. It also has a group of hotels. The company offers new types of schemes to the potential customers. Amit was offered a scheme of staying in a hotel for 6 days and 5 nights for free. However, when he reached the destination he was told that every room of

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the hotel was booked. He told them that he was told earlier that his room was booked. He even showed them the confirmation he received on his mail.

1. Can Amit file a complaint against the tourist agency?
2. Will he get a relief in this case?
3. Name the relief he will get.
4. Which consumer right has been violated in this case?

**Answer:**

1. Yes, he can file a complaint against the tourist agency as he has got the confirmation as the proof. He even showed them the confirmation he received on his mail.
2. Yes, he will get a relief as he has proof of confirmation of his booking. He will get relief as his time and money (Fare charges for travelling purpose) are wasted.
3. The relief he will get is 'he will be compensated for the loss of time and money and also for filing the complaint'. The second relief will be directed towards the company which will have to stop this wrong trade practice for future.
4. The consumer right which has been violated here is 'Right to be informed'. This was the responsibility of the company to inform him beforehand if the rooms were not available. They did the worse by giving him confirmation and denying him the hotel room at the last moment.

Qs. Himanshu purchased a new car from 'Galaxy Motors' for Rs.25 lakhs. He was offered free insurance for the first year and three free servicing to be availed after the car had covered 5,000 km, 10,000 km and 15,000 km respectively. When Himanshu took the car for the first free servicing, he was told that the car was not new and first service had already been availed on this car. He felt cheated and filed a complaint in the State Commission. Being not satisfied with the decision of the State Commission, after two months he decided to file an appeal against it.

Can Himanshu appeal against the decision of the State Commission? Give reason in support of your answer.

**Answer:**

No, Himanshu cannot appeal against the decision of the State Commission as the aggrieved party can appeal further only within 30 days of the passing of the order.

Qs. Shobhit wants to purchase a sandwich maker. He goes to a nearby mall and enters the shop where electric gadgets are kept. He asks the salesman about the area where sandwich makers are kept. The sales man takes him to that place where different types of sandwich makers are kept. He very patiently observes all the electronic gadgets, sees their functions, reads their instructions, compares their prices and sees their warranty periods. After some time when he pays the concerned person, tells him to note his home address and telephone number for future contact. He also asks him to inform him about any new products in the market.

1. In the above case name one consumer responsibility Shobhit should follow?
2. In the above case when Shobhit reads the instructions which consumer right is maintained?
3. Which mark should be checked by Shobhit on the electronic appliance as he purchases it?
4. What is the significance of this mark?

**Answer:**

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1. The consumer responsibility that Shobhit should follow is collecting Cash Memo so that the proof of his purchase remains with him.
2. When Shobhit reads instructions his 'Right to be informed' is maintained.
3. The mark which should be checked in the case of any electrical appliance is an 'ISI mark.
4. The significance of this mark is that the product is standardized and is safe to use.

Qs. Explain the role of consumer organizations and NGOs in protecting and promoting consumer's interest.

Ans. (i) Educating the general public about consumer rights by organising training programmes, seminars and workshops.

(ii) Publishing periodicals and other publications to impart knowledge about consumer problems, legal reporting, reliefs available and other matters of interest.

(iii) Carrying out comparative testing of consumer products in accredited laboratories to test relative qualities of competing brands and publishing the test results for the benefit of consumers.

(iv) Encouraging consumers to strongly protest and take an action against unscrupulous, exploitative and unfair trade practices of sellers.

(v) Providing legal assistance to consumers by way of providing aid, legal advice etc. in seeking legal remedy.

(vi) Filing complaints in appropriate consumer courts on behalf of the consumers.

(vii) Taking an initiative in filing cases in consumer courts in the interest of the general public, not for any individual.

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