
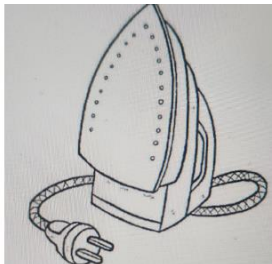




## INDIAN SCHOOLAL WADI AL KABIR

<b>Class: XII</b>	<b>Department: Commerce</b>
<b>Chapter 12 - OTQ &amp; DTQ Objective &amp; Descriptive Type Questions</b>	<b>Topic: Consumer Protection</b>

<b>Q.No.</b>	<b><u>OBJECTIVE TYPE QUESTIONS</u></b>
<b>1</b>	<p>Yash had severe pain in his throat, so he called up the doctor and asked for a telephonic advice. The doctor prescribed him a sachet of Throat Reliever Hot Sip. He asked his servant to get a sachet from a local chemist with a cash memo. After consuming the sachet, he started feeling more ill, so he picked up the empty sachet and started reading the label. To his utter dismay, the sachet had already expired last month. Which of the following remedies is not available to him any longer as a consumer?</p> <p>(a) To withdraw the hazardous goods from sale. (b) To replace the defective product with a new one. (c) To refund the price paid for the product. (d) To pay a reasonable amount of compensation for any loss suffered by the consumer due to the negligence of the opposite party.</p>
<b>2</b>	<p>Due to the negligence of the doctors, Johar passed away within a week's time after his surgery of the spine. Which of the following parties can not file a case in this regard?</p> <p>(a) The consumer (b) Any registered consumers' association (c) A legal heir or representative of a deceased consumer (d) All of the above</p>
<b>3</b>	<p>Which of the following activities lie within the scope of consumer protection?</p> <p>(a) Educating consumers about their rights and responsibilities (b) Helping consumers in getting their grievances redressed (c) Protecting the interests of consumers (d) All of the above</p>
<b>4</b>	<p>Jagga started a small stationery shop in the nearby market. In pursuit of earning higher profits in a short term, he overpriced all his products by 20%. Gradually, the consumers understood his pricing strategy and stopped coming to his shop for making any purchase. Identify the related point highlighting the importance of consumer protection from businessmen's point of view.</p> <p>(a) Long-term interest of business is assured (b) Business uses society's resources so they need to safeguard consumer's interests. (c) Social responsibility towards consumers as an important interest group. (d) It is the moral obligation of the businessmen to give due consideration to the consumer's interests.</p>
<b>5</b>	<p>Dipika Pallikal, the Padma Shri recipient, in a petition filed in 2012 said that she had faced humiliation and loss of reputation, as a transaction using a bank's debit card at a hotel in the Netherlands' Rotterdam failed, though she had a balance of more than 10 times the billed amount in her account. The bank claimed that the incident was a case of "force majeure", which means a natural and unavoidable catastrophe or</p>

	<p>an act of God, and was beyond its control. A consumer court in Chennai has directed the bank to pay a compensation of lakh to Dipika Pallikal for “deficiency in service”. The bank was also directed to pay her ₹5,000 as expenses. Identify the right of consumers being exercised in the given case.</p> <p>(a) Right to safety (b) Right to be heard (c) Right to seek redressal (d) Right to consumer education</p>
6	<p>When Aaradhya, inspite of paying the full price of the plot as per the terms and conditions of the allotment letter, was not given the possession of the plot by the builder, she filed a case in the State Commission. Identify the right of consumers being exercised in the given case.</p> <p>(a) Right to safety (b) Right to be heard (c) Right to seek redressal (d) Right to consumer education</p>
7	<p>Ranjan bought a bottle of soft drink of a famous beverage company and found a gutka pouch floating inside the bottle. He forwarded a legal notice to the company, accusing it of the deficiency in service that could cause health hazard to the consumer. Identify the right of consumer being violated in the given case.</p> <p>(a) Right to safety (b) Right to be heard (c) Right to seek redressal (d) Right to consumer education</p>
8	<p>a) Identify the right of consumers being promoted in the picture given on the right.</p> <p>(a) Right to safety (b) Right to be heard (c) Right to seek redressal (d) Right to consumer education</p>  <p>b) One of the responsibilities of an aware consumer is to buy only standardised goods as they provide quality assurance. Identify the quality certification mark to be seen by a consumer in the picture given below:</p> <p>(A) ISI Mark (B) Agmark (C) Hallmark (D) FPO/FSSAI Mark</p> 
9	<p>i) Which of the following statements is true with regard to the State Commission?</p> <p>(a) It consists of a President and not less than two other members, one of whom should be a woman.</p>

	<p>(b) The members are appointed by the State Government concerned.</p> <p>(c) A complaint can be made to the appropriate State Commission when the value of the goods or services in question, along with the compensation claimed, exceeds ₹20 lakhs but does not exceed ₹1 crore.</p> <p>(d) All of the above</p> <p>ii) As per the Consumer Protection Act, 2019 which of the following statement is correct?</p> <p>(A) In case the aggrieved party is not satisfied with the order of the District Commission, he can directly appeal before the National Commission.</p> <p>(B) In case the aggrieved party is not satisfied with the order of the District Commission, he can directly appeal before the Supreme Court.</p> <p>(C) In case the aggrieved party is not satisfied with the order of the State Commission, he can directly appeal before the Supreme Court.</p> <p>(D) In case the aggrieved party is not satisfied with the order of the National Commission, he can appeal before the Supreme Court</p>
<b>10</b>	<p>In case a consumer is not satisfied with the order passed in the State Commission, he can further make an appeal in the National Commission within a time period of</p> <p>(a) 10 days</p> <p>(b) 20 days</p> <p>(c) 30 days</p> <p>(d) 45 days</p>
<b>Q. No.</b>	<b><u>CASE BASED QUESTIONS</u></b>
<b>1</b>	<p>Abha had guests at home. She ordered vegetable, biryani from 'Biryani House'. The biryani came in a beautiful packaging and Abha opened it with lot of excitement. However, when she started serving biryani to the guests, she realised that it was non-vegetarian. She checked the package and noticed that there was no indication whether it was a vegetarian or non-vegetarian biryani. She contacted 'Biryani house' for the same. The manager at 'Biryani House' apologized and immediately sent a vegetarian biryani along with complimentary sweet dish. Identify and explain the two consumer rights discussed in the above case.</p>
<b>2</b>	<p>Raja Ram bought a bottle of disinfectant spray from the nearby market. It had a knob which was to be opened in a particular way. However, there was no instruction on its package in this regard. Therefore, when he tried to open the knob in a casual way, some of the spray flew in his eyes. This affected his vision.</p> <p>In context of the above case:</p> <ol style="list-style-type: none"> <li>1. Name the right of consumer being violated by the company.</li> <li>2. State any two directions which the consumer court can issue to the company after being satisfied with the genuineness of the complaint.</li> </ol>
<b>3</b>	<p>Home Shop 18 is an online and on-air retail and distribution venture of the Network 18 group, India. It is a part of the Network 18 Media and Investments Limited which is owned and operated by Reliance Industries. Currently, Home Shop 18 com comprises of more than 15 categories namely, Mobiles, Health &amp; Beauty, Apparel, Jewellery, Home &amp; Kitchen, Household Appliances etc. to name a few. The company offers a wide variety of goods under each of these categories.</p> <ol style="list-style-type: none"> <li>1. Identify and explain the relevant consumer right being promoted by the company.</li> <li>2. Also mention any two values being reflected through this approach adopted by the company.</li> </ol>
<b>4</b>	<p>On her sister 's wedding, Radha decided to gift her gold earrings. When she shared her plan with her husband, he showed her an article in the daily national newspaper under the heading —Jago Grahak</p>

	<p>Jago. The campaign included details about the various aspects that people must consider before buying any gold jewellery.</p> <ol style="list-style-type: none"> <li>1. Why do you think campaigns like —Jago Grahak Jagol are inserted in the newspaper?</li> <li>2. Name the right of consumer being fulfilled through this initiative of the government</li> <li>3. State any three responsibilities that Radha must discharge as an aware consumer while buying her sister 's wedding gift.</li> </ol>
5	<p>Rajat purchased an ISI mark electric iron from Bharat Electricals. While using it, he found that it was not working properly. He approached the seller and complained about the same. The manufacturer refused to replace and Bharat Electrical decided to file a complaint in the consumer court. Can Bharat Electricals do this? Why? Also explain who is a consumer as per Consumer Protection Act, 2019.</p>
6	<p>In a colony several people purchased mosquito killing rackets from a company. The majority of rackets turned useless within a period of two months. Rishank who was one of the residents of the colony decided to take the matter to the consumer court but the residents were not united and he felt himself alone on the issue. The price of the racket was ₹450. Meanwhile one of the friends of Rishank who was a journalist reported about the incident in a daily newspaper. When the company learnt about the situation it decided to take a milestone step. The company decided to lake back or repair all the faulty rackets from the residents of the society. The whole slory took an interesting twist when a technician from the company told the management that in the instruction book provided with the racket it was written to clean the racket with special care after every one month. When enquired it was found that the residents with faulty rackets including Rishank didn't clean their rackets after one month.</p> <ol style="list-style-type: none"> <li>1. Which important aspect from consumer point of view is highlighted in the above case?</li> <li>2. At which level of consumer court could Rishank apply for the claim of his loss?</li> <li>3. What was the important aspect from the point of view of business which compelled the company to take such a milestone step?</li> <li>4. Which consumer responsibility was not followed by the residents of Rishant's colony?</li> <li>5. Which consumer right was helped protected by the company?</li> </ol>
7	<p>Raghav moved from Dehradun to Mumbai to work as an artist in television serials. On getting his first salary, he opened an account in a nearby commercial bank and also opted for ATM facility under ATM card. After a few months, he lost his ATM Card and lodged a request with the bank for furnishing duplicate card. Consequently, he was allotted duplicate ATM Card Number but that card was not given to him. After a week, he received a SMS message on his mobile stating that sum of Rs. 10,000/- has been withdrawn from his account. Since the duplicate ATM card was not given to him, he brought the debit entry in the notice of the bank. The bank assured to repay that amount to him within 15 days after investigating the issue. But more than a month has passed since then and despite his persistent efforts the bank has not taken any action so far. So, he files a case against the bank in the district forum. The consumer court can issue a notice to the bank after being satisfied with the genuineness of the complaint and directs the bank to repay Rs. 10,000 to Raghav along with the compensation of Rs. 50,000.</p> <p>Name the rights exercised by Raghav in the context of the above case.</p>
8	<p>Nitish went to a shop to purchase a shirt. The shopkeeper offered him three colours of shirts. Nitish asked him to show him the shirt which was on display. The shopkeeper told him that he could not buy that shirt and would have to choose from the options provided by him. Out of necessity and lack of time Nitish purchased a shirt out of the shirts shown by the shopkeeper. He paid him cash and didn't take the cash memo. Later, when he wore the shirt at home and was about to leave, he found one button of the shirt missing. He went to the shop the next day</p>

	<p>and asked for replacement. The shopkeeper bluntly denied that the shirt was purchased from him.</p> <ol style="list-style-type: none"> <li>1. Which consumer right of Nitish is violated here?</li> <li>2. Which consumer responsibility was not fulfilled by Nitish which led to this situation?</li> <li>3. Can Nitish file complaint against the shopkeeper?</li> <li>4. From the point of view of business which type of interest has been overlooked by the shopkeeper? Why?</li> </ol>
<b>9</b>	<p>Reena purchased some household goods from a 'General store'. After reaching home she found a face cream which she had not billed for. After checking the date of expiry and other details, she started using it. Her face burnt due to the use of the cream. Where should Tanya file a complaint? Justify. Under Consumer Protection Act, 1986 who can file a complaint?</p>
<b>10</b>	<p>Raghu purchased a truck worth Rs.35 lakhs. The truck had some inbuilt problems and after some days stopped starting. Since it was in the warranty period it was shown to the company. The people in the company refused to attend to his complaints. It was heart breaking for him so he decided to file a complaint in the state commission. The state commission on hearing the pleas from both the parties gave decision in favour of the truck company. It was shockingly bad news for Raghu.</p> <ol style="list-style-type: none"> <li>1. At what level of authority should Raghu file a complaint now?</li> <li>2. In how many days should he file his complaint at the next level?</li> </ol>