

CBSE Test Paper - 01
Chapter - 28 Consumer Rights

1. When we are purchasing gas stove, we should look for which mark to ensure its quality? **(1)**
 - a. Hallmark
 - b. ISI
 - c. Ecomark
 - d. Agmark
2. The state level courts for redressal of consumer disputes deals with the cases involving claims between _____. **(1)**
 - a. Rs.20 lakhs and Rs.50 lakhs
 - b. Rs.40 lakhs and Rs.1 crore
 - c. Rs.20 lakhs and Rs.1 crore
 - d. Rs.50 lakhs and Rs.1 crore
3. Which right helps the consumers to be protected against the marketing and delivery of services that are hazardous to life and property? **(1)**
 - a. Right to choose
 - b. Right to consumer education
 - c. Right to safety
 - d. Right to information
4. Why did consumer movement arouse? **(1)**
 - a. To introduce new brands
 - b. To protect the sellers
 - c. Out of dissatisfaction of consumers
 - d. To protect the producers
5. The full form of COPRA is **(1)**

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- a. Consumer Power Act
 - b. Consumer Priority Act
 - c. Consumer Prevention Act
 - d. Consumer Protection Act
6. Which institution gives ISI marks? **(1)**
 7. A shopkeeper insists you in buying the tooth brush along with the tooth paste and denies you to buy the tooth paste alone. Which consumer right is violated by the seller? **(1)**
 8. Why has the Government of India launched the campaign 'Jago Grahak Jago'? **(1)**
 9. Which act was enacted by the government of India in October 2005? **(1)**
 10. "Rules and regulations are required for the protection of the consumers in the market place." Justify the statement with arguments. **(3)**
 11. Explain with an example how you can use the right to seek redressal. **(3)**
 12. Highlight the rise of consumer movement in India since 1960s. **(3)**
 13. What ideas show that the rise of consumer awareness is essential? **(3)**
 14. What type of information should be taken care of by the consumers before buying a product? **(5)**
 15. Identify the qualities of a well-informed consumer. **(5)**

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Answers

1. b. ISI

Explanation: The name ISI is an abbreviation of Indian Standards Institute, the former name of the Bureau of Indian Standards. The ISI mark is mandatory for certain products to be sold in India, like many of the electrical appliances[2] like switches, electric motors, wiring cables, heaters, kitchen appliances etc., and other products like Portland cement, LPG valves, LPG cylinders, etc. In the case of most other products it is voluntary to put an ISI mark.

2. c. Rs.20 lakhs and Rs.1 crore

Explanation: A state level court works at the state level with cases where compensation claimed is above 20 lac but upto one crore. The State Commission also has Appellate jurisdiction over the District Forum.

3. c. Right to safety

Explanation: There are many goods and services that we purchase require special attention, right to safety does so.

4. c. Out of dissatisfaction of consumers

Explanation: The consumer movement arose out of dissatisfaction of the consumers as many unfair practices were being indulged in by the sellers.

5. d. Consumer Protection Act

Explanation: Consumer Protection Act, 1986 is an Act of the Parliament of India enacted in 1986 to protect the interests of consumers in India. It makes provision for the establishment of consumer councils and other authorities for the settlement of consumers' disputes and for matters connected therewith also.

6. Bureau of Indian Standards (BIS) gives ISI marks.

7. The consumer's right violated by the seller is the right to choose.

8. The Government of India has launched the campaign 'Jago Grahak Jago' to educate the

consumers about their rights.

9. The Right to Information Act was enacted by the government of India in October 2005.
10. The Rules and regulations are required for the protection of the consumers in the market for the following reasons:
 - i. To check adulterations: At times greedy traders try to play with the health of consumers by indulging in adulteration of edible oils, milk, butter, ghee etc.
 - ii. To check powerful producer: Markets do not work in a fair manner if there is monopoly of few and powerful producers and when purchase of consumer is small and they have no single voice. So there is need of rules and regulations in the market.
 - iii. False information: Most of the time the false information is passed to consumers through media and other sources to attract the consumers.
11.
 - i. Under the 'Right to Seek Redressal' consumers have the right to seek redressal against trade practices of exploitation and seek a fair settlement of the genuine grievances.
 - ii. If any damage is done to a consumer, he has the right to get compensation depending on the degree of damage.
 - iii. There is a need to provide an easy and effective public system by which this can be done.
 - iv. Three-tier quasi-judicial machinery has been set up in India for redressal of consumer disputes under COPRA.
 - v. Suresh sent an urgent courier to his brother living in another city. However, the courier did not reach on time which resulted in some financial loss to both Suresh and his brother. Thus, Suresh filed a case against the courier company in the consumer court.
12. In India the consumer movement as a social force originated with the necessity of protecting and promoting the interest of consumers against unethical unfair practices. Rampant food shortages, hoarding, black, marketing, adulteration of food and edible oil gave birth to the consumer movement in an organized form in the 1960s. Till the 1970s, consumer organizations were largely engaged in writing articles and holding exhibitions. They formed consumer groups to look into the malpractices

in ration shops and overcrowding in the road passenger transport. More recently, India witnessed an upsurge in the number of consumer groups.

13. Since consumers are exploited by the sellers and manufacturers therefore consumer awareness has become inevitable in today's time. Individual consumers often find themselves in a weak position in the market. The seller tries to shift all the responsibilities on the buyer in case of complaint. Besides, sellers make false claims about the durability and quality of their products through attractive advertisement. Moreover, adulteration causes loss to the health and they suffer from monetary loss.
14. A consumer should always take care of the following points before buying any product or service:
 - i. He/She should be aware about his/her rights as a consumer.
 - ii. He/She should be aware about the quality of that product.
 - iii. He/She should confirm price of that product.
 - iv. Consumers should know that they have the right to get information about the MRP, manufacturer of that product and guarantee or warranty period (if any) of the product.
 - v. A consumer can ask for information about the standardization of the product.
15. A well-informed consumer should take possession of the given qualities:
 - i. He/She should be aware of departments of consumer's affairs at the central and state level.
 - ii. He/She should have complete knowledge about the ISI, AGMARK and HALLMARK logos.
 - iii. He/She should be an active member of consumer forum and consumer council.
 - iv. He/She should be aware about the malpractices and tactics done by manufacturers and sellers to exploit consumers.
 - v. He/She should be aware about the rights of consumers given by COPRA 1986.
 - vi. He/She should be aware about the three-tier quasi-judicial machinery at the district, state and central level.