

CBSE Test Paper - 03
Chapter - 28 Consumer Rights

1. How do large companies manipulate the market? **(1)**
 - a. Producing on a large scale
 - b. Attractive advertising
 - c. Passing false information through media
 - d. Overpricing
2. What gave rise to the 'Consumer Movement' in India? **(1)**
 - a. Inflation
 - b. Violence
 - c. Hoarding
 - d. Terrorism
3. Consumer Complaint Forum is known as **(1)**
 - a. Consumer Forum
 - b. Consumer Police
 - c. Consumer Complaint Desk
 - d. courts
4. Which of the following agency develops standards for goods and services in India? **(1)**
 - a. COPRA
 - b. International Organization for Standardization
 - c. Consumer Forum
 - d. Bureau of Indian Standards
5. Which act was enacted by the Indian Government in 1986 for the consumers. **(1)**
 - a. Right to Information Act
 - b. Consumer Movement Act

c. Consumer Protection Act (COPRA)

d. Right to be Educated

6. On which day of the year is 'National Consumers Day' celebrated in India? **(1)**
7. Which logo will you like to see on gold jewellery to be sure of its quality? **(1)**
8. If you are interested to buy a brush with toothpaste but shopkeeper denied selling toothpaste only. In this case, which consumer right is being violated by the seller? **(1)**
9. Suppose, you have bought a packed bottle for drinking water in your journey. Which logo will you like to see to be sure about its quality? **(1)**
10. Explain the circumstances under which markets do not work in a fair manner. **(3)**
11. What is the rationale behind the enactment of Consumer Protection Act, 1986? **(3)**
12. Explain functions of the Consumer Protection Council or Consumer Forums. **(3)**
13. What are the various courts set up under COPRA? **(3)**
14. How has three-tier quasi-judicial machinery been set-up for redressal of consumer disputes? Explain. **(5)**
15. What type of duties should a consumer keep in mind under the consumer awareness? Explain. **(5)**

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Answers

1. c. Passing false information through media

Explanation: Companies with huge wealth power and reach manipulate the market by passing false information through media. For example, a cigarette manufacturing companies did not accept that their product causes cancer.

2. c. Hoarding

Explanation: In India, the consumer movement as a 'social force' originated with the necessity of protecting and promoting the interests of consumers against unethical and unfair trade practices. Rampant food shortages, hoarding, black marketing, adulteration of food and edible oil gave birth to the consumer movement.

3. a. Consumer Forum

Explanation: If you have any grievances about the quality of a brand, product or service, you can file a consumer complaint and seek redress. Different types of complaints can be filed depending on the specific issue, by visiting the concerned consumer court and submitting the necessary documents.

4. d. Bureau of Indian Standards

Explanation: The Bureau of Indian Standards (BIS) is the national Standards Body of India working under the aegis of Ministry of Consumer Affairs, Food & Public Distribution, Government of India. It is established by the Bureau of Indian Standards Act, 1986 which came into effect on 23rd December 1986.

5. c. Consumer Protection Act (COPRA)

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. Every Year 24th December is observed as National Consumer Day with a specific

theme in India.

7. While buying gold jewellery, we would like to see BIS hallmark. Hallmark is the certification maintained for standardisation of jewellery.
8. In this case, the consumer right which is being violated is Right to Choose.
9. When purchasing a bottle of mineral water, I would check for the logo of 'BIS' or Bureau of Indian Standards, earlier called 'ISI' or Indian Standards Institution. This logo makes it clear that the product is of pure quality.
10. The markets do not work in a fair manner when there is a monopoly i.e. when producers are few and powerful and the consumers are scattered over different areas and make purchases in small amounts. This happens especially when large companies are producing these goods. These companies with huge wealth, power and reach can manipulate the market in various ways. At times false information is passed on through advertising and publicity to attract consumers. Products are falsely advertised and the qualities of the products are exaggerated in order to attract the customers. Strict rules and regulations to protect consumers are needed to prevent this type of unfair activities.
11. The efforts of consumer movements succeeded in building pressure on business firms as well as government to correct business conduct which may be unfair and against the interests of consumers at large. The rationale behind the enactment of Consumer Protection Act, 1986 was to protect the interests of the consumers because there were no legal formalities for filing the complaint against the sellers.
 - i. The enactment of COPRA has led to the setting up of separate departments of consumer affairs in the Central and the State governments.
 - ii. Consumer dispute redressal agencies were set up at district, state and national level.
12. Functions of the Consumer Protection Council or Consumer Forums are as follows:
 - i. To guide the consumer on how to file cases in the consumer court.
 - ii. To represent the individual consumer in the consumer court.
 - iii. These voluntary organizations also receive financial support from the government

creating awareness among the people.

- iv. It works for the protection of consumer rights.
- v. It imparts knowledge about consumer rights by writing articles and getting it published in newspaper.

13. Under COPRA, a three-tier quasi-judicial machinery at district, state and national levels has been setup for redressal of consumer disputes.

- i. The district level court deals with the cases involving claims up to Rs. 20 lakhs.
- ii. The state level courts take cases between Rs. 20 lakhs to Rs.1 crore.
- iii. The national level court deals with the cases involving claims exceeding Rs.1 crore.

If the case is dismissed at district level court, the consumer can also appeal in state and then in national level courts. Thus, the act has enabled us as consumers to have the right to represent in the consumer courts.

14. i. A major step was taken in 1986 by the Indian government when it enacted the Consumer Protection Act, 1986, popularly known as COPRA.
- ii. Three-tier quasi-judicial machinery, popularly known as consumer courts, at the national, state and district levels has been set up to render free redressal to the consumers' disputes against any defective goods and deficient services.
 - a. The National Consumer Disputes Redressal Commission known as National Commission is based at New Delhi. Each State has a Consumer Disputes Redressal Commission known as the State Commission. Similarly, every district in the country has a Consumer Disputes Redressal Forum – known as the District Forum.
 - b. Under the Act, a complaint or any allegation in writing can be made by a complainant in case of defective or hazardous goods, deficiencies in services, and charging of excess price by the trader other than the fixed price. If the cost of the goods or services and compensation asked for is up to rupees five lakh then the complaint can be filed in the District Forum where the cause of action has arisen or where the opposite party resides. It can also be filed at a place where the branch office of the opposite party is located.
 - c. If the cost of goods or services and compensation asked for is more than five lakh rupees but up to twenty lakh rupees, the complaint can be filed before the

State Commission.

- d. If the cost of goods or services and compensation asked for exceeds rupees twenty lakh, the complaint can be filed before the National Commission at New Delhi.
- iii. The consumer movement in India has led to the formation of various organizations locally known as Consumer Forums or Consumer Protection Councils. They guide consumers on how to file cases in the consumer court.
- iv. On many occasions, they also represent individual consumers in consumer courts.
- v. These voluntary organizations also receive financial support from the government for creating awareness among the people. Thus, the Act has enabled us as consumers to have the right to represent in the consumer courts.

15. Duties of the consumers are as follows:

- i. To ask for the cash memo for the items purchased whenever possible.
- ii. While purchasing the goods, a consumer should look at the quality of the product, the market price, guarantee or the warranty period.
- iii. A consumer should preferably purchase standardized products which contain the seal of ISI or the AGMARK.
- iv. A consumer must be aware of his rights and duties.
- v. To make a complaint about genuine grievances.
- vi. The consumer should form consumer awareness organisations, which can be given representation in various committees formed by the government and other bodies in the matters relating to the consumers.
- vii. He should know the method to get redressal if cheated.