

CBSE Test Paper - 04
Chapter - 28 Consumer Rights

1. What does a consumer do? **(1)**
 - a. Sells goods and services
 - b. Keep a check on quality of goods
 - c. Produces goods and services
 - d. Buys goods and services
2. The National level court for consumer disputes redressal deals with cases involving claims exceeding **(1)**
 - a. RS.1 crore
 - b. Rs.2 crore
 - c. Rs.50 lakhs
 - d. Rs.75 lakhs
3. Before the consumer movement, how did the consumers protect themselves from exploitation in the marketplace? **(1)**
 - a. By fighting with the seller
 - b. By urging other people to not use that product or not buying from that seller
 - c. By avoiding the particular brand or shop
 - d. By verbally abusing the seller
4. The national level court for redressal of consumer disputes is known as **(1)**
 - a. State commission
 - b. Consumer court
 - c. National commission
 - d. Consumer commission
5. Which of these rights empowers the consumers to get details of the product like ingredients used, price, batch number, expiry date and address of the

manufacturer? **(1)1**

- a. Right to safety
- b. Right to be informed
- c. Right to consumer education
- d. Right to choose

6. When was the Right to Information Act or RTI Act passed? **(1)**
7. You went to a marriage pandal and found that it is beautifully decorated and well illuminated but there is no fire extinguisher installed in the premises. Under which right you can ask the organiser to arrange for fire extinguishers. **(1)**
8. What is the duty of a consumer? **(1)**
9. Why India has been observing 24th December as the National Consumer's Day? **(1)**
10. Explain the steps taken by government to protect the consumers from exploitation? **(3)**
11. How does COPRA deal with claims of different amounts? **(3)**
12. What is the difference between consumer protection council and consumer court? **(3)**
13. Critically examine the progress of Consumer Movement in India. **(3)**
14. Explain with example the impact of the Right to Information Act (R.T.I.). **(5)**
15. How consumers' movements are responsible for spreading awareness among the consumers? **(5)**

CBSE Test Paper - 04
Chapter - 28 Consumer Rights

Answers

1. d. Buys goods and services

Explanation: Consumer is the person who buys goods and services to satisfy his/her needs.

2. a. Rs.1 crore

Explanation: National Consumer Disputes Redressal Commission (NCDRC): A national level court works for the whole country and deals compensation claimed exceeds rupees one crore.

3. c. By avoiding the particular brand or shop

Explanation: When there was no legal system available to the consumers to protect them from exploitation in the market place, the consumer generally avoided buying that brand product or would stop purchasing from that shop. It was presumed that it was the responsibility of the consumers to be careful while buying a commodity or a service.

4. c. National commission

Explanation: A national level court works for the whole country and deals compensation claimed exceeds rupees one crore. The National Commission is the Apex body of Consumer Courts, it is also the highest Appellate Court in the hierarchy.

5. b. Right to be informed

Explanation: consumers have the right to be informed about the particulars of goods and services that they purchase. Consumers can then complain and ask for compensation or replacement if the product proves to be defective in any manner.

6. The Right to Information Act or RTI Act was passed in May 2005 and it came into force in October 2005.

7. Under the Right to Safety (which is one of the six rights of consumers under Consumer

Protection Act) I can ask the organiser to arrange for fire extinguishers as it is his duty to see the safety of the people inside the pandal.

8. The duty of a consumer is to look for the desired information on the product.
9. 24th December is observed as the National Consumer's Day because it was on this day that the Indian Parliament enacted the Consumer Protection Act in 1986.
10. 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.
11. Under the Consumer Protection Act 1986, a three tier judicial system has been formed and consumer disputes redressal agencies at district, state and national level have been established. As per COPRA, the district level court deals with cases involving claims up to Rs.20 lakhs, the state level courts between Rs.20 lakhs and Rs.1 crore and the national level court deals with cases involving claims exceeding Rs.1 crore.
- 12.

Consumer Protection Councils	Consumer Courts
The consumer movement in India has led to the formation of various voluntary consumer organisations which are locally known as consumer forums or consumer protection councils. Consumer protection council has got no legal right and is a voluntary organisation.	The Consumer Protection Act, 1986 has the provision for setting up a three-tier quasijudicial system which is popularly known as consumer court at district, state and national levels.

13. The number of consumer groups in India is about 700, but only about 20-25 are recognised by the government. The consumer movement in India has evolved vastly since it began. There has been a significant change in consumer awareness in the country. Till the enactment of COPRA in 1986, the consumer movement did not bear much force, but ever since its inception, the movement has been empowered

substantially. The setting up of consumer courts and consumer groups has been a progressive move. However, in contemporary India, the consumer redressal process is quite complicated, expensive and time-consuming. Further, a large section of consumers is unaware of their rights. Rules and regulations applicable to the marketplace are often not followed. The Consumer Movement can become more effective only when consumers are made aware of their rights and their role in getting justice.

14. In October 2005, the Government of India enacted a law popularly known as Right to Information which ensures its citizens all the information about the functions of various Government Departments. RTI is the best law which empowers people to carry out democratic reforms. RTI Act empowers every citizen of India to seek information from public authorities, including central, state and local governments; parliament, judiciary, police, etc. Under RTI, a citizen can ask questions regarding the official work, see information, take copies of official documents and inspect government work and its progress.

Impact of the Right to Information Act:

- i. Now, it is possible for the affected citizens to pursue the progress of any scheme or policy.
- ii. To build pressure on Government officials to deliver the results in a time bound frame.
- iii. It brings transparency to the system. It has checked corruption to an extent.

For example:

- i. Amritha attended the interview for a job in a government department. But she did not receive any news of the result.
- ii. Even the concerned authorities refused to comply with her queries.
- iii. Ultimately, she had no choice but to file an application using the RTI Act.
- iv. She claimed that it was her right to know the result in a reasonable time so that she could plan her future.
- v. As a result, she was not only informed about the reasons for delay but also got her call letter for an appointment as she had performed well in the interview.

vi. In this way, the RTI helps her to know the result of a government job in a reasonable time.

15. Consumer movement arises out of dissatisfaction of the consumers as many unfair practices are indulged in by the sellers. It is responsible for spreading awareness among the consumers to a great extent.

- i. It provides agency function like transfer of funds, collection of funds, payment of various items, purchase and sale of shares and securities.
- ii. The consumer movements led to the formation of the consumer protection council or consumer forum.
- iii. They guide the consumer on how to file the cases in the consumer courts.
- iv. On many occasions, they represent individual consumers in the consumer courts.
- v. These councils spread awareness among the people.
- vi. It works for the protection of the consumer rights.
- vii. It imparts knowledge to people about consumer rights by writing articles and getting it published in newspapers and periodicals