

Consumer Protection

Question 1.

Who can file a complaint under the Consumer Protection Act, 1986?

- (a) A legal her of a deceased consumer
- (b) Any registered consumers association
- (c) Any consumer
- (d) All of the above

▼ [Answer](#)

Answer: (d) All of the above

Question 2.

The consumer has a right to get relief in case of defective goods or deficient services as per the _____

- (a) Right to be informed
- (b) Right to choose
- (c) Right to be heard
- (d) Right to seek redressal

▼ [Answer](#)

Answer: (d) Right to seek redressal

Question 3.

_____ means any person who buys any goods for personal use or hires or avails of any services for a consideration.

- (a) Consumer
- (b) Manufacturer
- (c) Trader
- (d) Service Provider

▼ [Answer](#)

Answer: (a) Consumer

Question 4.

A complaint can be filed against _____ who adopt(s) unfair trade practices.

- (a) Trader only
- (b) Manufacturer only
- (c) Trader and Manufacturer
- (d) Consumer

▼ [Answer](#)

Answer: (c) Trader and Manufacturer

Question 5.

Consumers should use ISI marked electrical appliance is an example of

- (a) Right to be informed
- (b) Right to safety
- (c) Right to choose
- (d) Right to be heard

▼ [Answer](#)

Answer: (b) Right to safety

Question 6.

In case an aggrieved consumer is not satisfied with the decision of the State Commission, he can make a further appeal in

- (a) National Commission
- (b) District Forum
- (c) Supreme Court of India
- (d) All of the above

▼ [Answer](#)

Answer: (a) National Commission

Question 7.

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

- (a) 10 days
- (b) 20 days
- (c) 30 days
- (d) 45 days

▼ [Answer](#)

Answer: (c) 30 days

Question 8.

A consumer has a right to file a complaint and to be heard in case of dissatisfaction with goods or services according to the _____

- (a) Right to Seek redressal
- (b) Right to choose
- (c) Right to be heard
- (d) None of the above

▼ [Answer](#)

Answer: (c) Right to be heard

Question 9.

_____ is set up by the Central Government

- (a) State commissions
- (b) District forum
- (c) National commission
- (d) None of the above

▼ [Answer](#)

Answer: (c) National commission

Question 10.

_____ A standardised mark is printed on jewellery.

- (a) Agmark
- (b) ISO 2009
- (c) ISI
- (d) Hallmark

▼ [Answer](#)

Answer: (d) Hallmark

Question 11.

Which of the following statements is not true with regard to the National Commission?

- (a) It consists of a President and at least five other members, one of whom should be a woman.
- (b) The members are appointed by the Central Government.
- (c) A complaint can be made to the National Commission when the value of the goods or services in question, along with the compensation claimed, exceeds crore.
- (d) Where the aggrieved party was not satisfied with the order of the National Commission, the case can be taken to the Supreme Court of India.

▼ [Answer](#)

Answer: (a) It consists of a President and at least five other members, one of whom should be a woman.

Question 12.

_____ mark is used for electrical products.

- (a) ISI
- (b) FPO
- (c) ISO
- (d) Agmark

▼ [Answer](#)

Answer: (a) ISI

Question 13.

_____ are set up in each district by the State Government concerned.

- (a) District Forums
- (b) National Commission
- (c) State Commission
- (d) None of the above

▼ [Answer](#)

Answer: (a) District Forums

Question 14.

The state commissions are set up in each state by _____

- (a) Supreme court
- (b) High court
- (c) Central Government
- (d) State Government

▼ [Answer](#)

Answer: (d) State Government

Question 15.

Consumers can ask anything regarding date of manufacture, price, quantity etc., is an example of _____

- (a) Right to be informed
- (b) Right to choose
- (c) Right to safety
- (d) Right to be heard

▼ [Answer](#)

Answer: (a) Right to be informed

Question 16.

A District Forum has jurisdiction to entertain a consumer complaint involving product value:

- (a) Up to ₹ 20 lakh
- (b) Up to ₹ 10 lakh
- (c) Between ₹ 20 lakh and ₹ 1 crore
- (d) Above ₹ 1 crore

▼ [Answer](#)

Answer: (a) Up to ₹ 20 lakh

Question 17.

Which one of the following is not a consumer right?

- (a) Right to safety
- (b) Right to seek redressal
- (c) Right to get discount

▼ [Answer](#)

Answer: (c) Right to get discount

Question 18.

NGOs are _____

- (a) Government organisations
- (b) Non-profit organisations
- (c) Profit making organisations
- (d) Service providing organisations

▼ [Answer](#)

Answer: (b) Non-profit organisations

Question 19.

Rights of a consumer are protected under _____

- (a) Consumer Protection Act, 1982
- (b) Consumer Protection Act, 1986
- (c) Consumer Protection Act, 1988
- (d) Consumer Protection Act, 1984

▼ [Answer](#)

Answer: (b) Consumer Protection Act, 1986

Question 20.

Rights of a consumer are protected under _____

- (a) Consumer Protection Act, 1984
- (b) Consumer Protection Act, 1986
- (c) Consumer Protection Act, 1988
- (d) Consumer Protection Act, 1982

▼ [Answer](#)

Answer: (b) Consumer Protection Act, 1986
