

Consumer Protection

Que 1: A pharmacy company does not provide information for the expiry date on the packet of medicines. Which consumer rights are violated in this case? Where should an aggrieved party can file a complaint for such violation of consumers rights. Marks :(3)

Ans: Consumer rights violated are right to be informed and right to safety. The aggrieved party can approach the redressal agencies under the Consumer Protection Act are District Forum, State Commission or National Commission .

Que 2: Mrs. Shija, while purchasing gold ornaments for her marriage ensures that they are marked with the specific quality standards. Marks :(2)

- a) Which consumer responsibility is fulfilled by Shija?
- b) Identify the quality certification mark for gold ornaments?

Ans: a) Consumers should be quality conscious

b) Hall mark

Que 3: Complete the blanks Marks :(2)

- a) District forum up to 20 lakhs
- b) State commission
- c) National commission

Ans: b. State commission -- More than 20 lakhs, but up to one core

c. National commission -- More than one crore

Que 4: Name any four Acts, which provide protection to the consumers, under the Indian legal framework. Marks :(2)

Ans: Laws ensuring legal protection to consumers, like Consumer Protection Act 1986, Indian Contract Act 1872, Sale Of Goods Act 1930, Essential Commodities Act 1955, Prevention of Food Adulteration Act 1954,Standards of Weights and Measure Act 1976 etc, (any four).

Que 5: From your experience as a consumer, give few examples of the undesirable practices followed by the businessman in your locality. Marks :(2)

Ans: State any four undesirable practice followed by businessmen to deceive and exploit the consumers like false weights, brand duplication, inferior quality goods, charging high prices, deceptive advertisements, black marketing etc.

Que 6: While cooking food in a pressure cooker it exploded because of some manufacturing defects. She lodged a complaint in the court of law for a compensation of Rs. 20, 000/-

a) Identify the consumer right violated in this case.

b) In which consumer redressal forum she might have lodged the complaint?

Marks :(2)

Ans: a) Right to safety

b) District forum as the claimed compensation is less than 20 lakhs