

CBSE Test Paper - 02
Chapter - 28 Consumer Rights

1. The National Consumer Day is celebrated on **(1)**
 - a. 24th February
 - b. 24th November
 - c. 24th December
 - d. 24th January
2. COPRA was enacted in **(1)**
 - a. 1984
 - b. 1987
 - c. 1985
 - d. 1986
3. Consumers participate in the market when they **(1)**
 - a. Buy goods and services
 - b. Sells goods and services
 - c. Delivers goods and services
 - d. Produces goods and services
4. Abirami, a student of Ansari Nagar was denied of which right? **(1)**
 - a. Right to consumer education
 - b. Right to choose
 - c. Right to be informed
 - d. Right to safety
5. Why do individual consumers often find themselves in weak position? **(1)**
 - a. It is not the responsibility of manufacturer
 - b. Nobody can be held responsible
 - c. Seller shifts the responsibility to the buyers

d. Is not the responsibility of seller

6. Name the levels of consumer courts that are available to appeal. **(1)**
7. What is the reason behind prosperity of the country? **(1)**
8. Which logo would you like to see for purchasing electrical goods? **(1)**
9. What is Bureau of Indian Standards? **(1)**
10. Explain any three strategies adopted by the government to protect the interest of the consumers. **(3)**
11. Why are rules and regulations required in the market place? **(3)**
12. Why should a consumer be well-informed? Explain. **(3)**
13. Mention any three limitations of consumer awareness. **(3)**
14. Has COPRA succeeded in its objective particularly to make people aware about the malpractices in the market and has it proved valuable? Elaborate your answer with suitable arguments. **(5)**
15. What are consumer forums? What is their importance? **(5)5**

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Answers

1. c. 24th December

Explanation: The National Consumer Day is observed every year in India on 24th of December every year. On this day the Consumer Protection Act, 1986 had received the assent of the President.

2. d. 1986

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.

3. a. Buy goods and services

Explanation: Consumers participate in the market when they purchase goods and services that they need. These are final goods that people as consumers use.

4. b. Right to choose

Explanation: Any consumer who receives in whatever capacity regardless of age, gender and nature of service has the right to choose whether to continue to receive the service or not.

5. c. Seller shifts the responsibility to the buyers

Explanation: When there is a complaint regarding goods or service that had been bought, the seller tries to shift all the responsibility to the buyer saying if you didn't like what you bought, please go elsewhere.

6. Consumer courts that are available to appeal are district, state and national levels courts.

7. Countries transforming their raw materials into a wide variety of high value furnished goods are prosperous.

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8. We would like to see ISI logo while purchasing electrical goods.
 9. Bureau of Indian Standards(BIS) is the agency that develops standards for goods and services.
 10. The strategies or measures adopted by the government to protect the interest of the consumers are as follows:
 - i. **Enactment of COPRA:** Under this Act, three-tier judicial machinery at the district, state and national levels was set up for redressal of consumer disputes. The Act enables consumers to represent them in consumer courts.
 - ii. **Enactment of RTI Act:** In October 2005, the Government of India enacted Right to Information Act (RTI) which ensures the citizens all the information about the functions of government departments and people can ask and make complaints on issues like bad roads, poor water and health facilities, government jobs and their status etc.
 - iii. **Standardisation of the products:** Various quality standards have been settled to ensure the quality of products. BIS (Bureau of Indian Standards) is for industrial and consumer goods, Agmark for agricultural products and ISO (International Standard Organisation) checks the goods at international level.

They provide logos and certificates that help consumers get assured of quality while purchasing the goods and services.

11. Rules and regulations are necessary to run the market as:
 - i. The consumers are exploited by the shopkeepers and traders in different ways such as less weight or measurement, more prices, adulteration and defective goods.
 - ii. In case of a complaint regarding a good or services, the shopkeeper or trader tries to avoid any responsibility. The seller tries to shift all the responsibility onto the buyer as if the seller has no responsibility once he has sold his product.
 - iii. In case of large and wealthy companies, mostly producers are few and are powerful while the consumers purchase in small amounts and are scattered. In this case they manipulate the market in various ways. The existing rules can put a check to such practices.

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- iv. To save the consumers from such type of exploitation rules and regulations are required in the market place.

12. Consumers must be well informed due to the reasons mentioned below:

- i. When consumers become conscious of their rights while purchasing various goods and services, they will be able to discriminate and make informed choices.
- ii. There is lesser or no chance of getting exploited if the consumer is informed and aware.
- iii. A well-informed consumer would know about the legal rights that protect him/her from such exploitation.
- iv. When consumers become conscious of their rights while purchasing various goods and services, they will be able to discriminate and make informed choices.

13. Three limitations of consumer awareness are:

- i. A lot of time is consumed in the formal legal process.
- ii. The consumer courts function like normal courts having complicated legal procedures.
- iii. Consumer redressal has become expensive as consumers have to hire lawyers for representing their cases.
- iv. The lack of evidence against sellers owing to non-issue of cash memos is an impediment in speedy disposal of consumer cases.
- v. The existing laws also are not very clear on the issue of compensation to consumers injured by defective products.
- vi. After more than 25 years of enactment of COPRA, consumer awareness in India is spreading but slowly.

14. Although Consumer Protection Act (COPRA) was implemented with a positive motive in 1986 yet it has not succeeded in its objective to make people aware about the malpractices in the market. Due to following reasons:

- i. Most of the shopkeepers are still selling defective products without any fear and are not giving cash memo to consumers.
- ii. The consumer redressal process is becoming cumbersome, expensive and time consuming.

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- iii. Consumers are also purchasing defective goods. The consumer awareness is still at its lowest level.
 - iv. The existing laws also are not very clear on the issue of compensation to consumers injured by defective products.
 - v. After more than 25 years of enactment of COPRA, consumer awareness in India is spreading but slowly.
 - vi. Beside this the enactment of law that protect workers, especially in the unorganized sector, is weak.
 - vii. Similarly rules and regulations for working of markets are not followed.

15. Consumer Forums are the organizations formed to guide consumer rights. The consumer movement in India has led to the formation of various organizations locally known as consumer forums or consumer protection councils.

Following are the importance or functions of consumer forums:

- i. They guide consumers on how to file cases in the consumer court.
- ii. On many occasions, they also represent individual consumers in consumer courts.
- iii. These voluntary organizations also create awareness among people regarding consumer rights. For this, they also receive financial support from the government.
- iv. It works for the protection of consumer rights.
- v. It imparts knowledge about consumer rights by writing articles and getting it published in the newspaper.