

Chapter 12 Consumer Protection

Sl.No.	Question	K/U/A/S	Marks
	Part - A		
1	State any one unfair trade practice of manufacturers and service providers by which consumers are exploited.	K	1
2	State any one regulation which provides legal protection to the consumers.	K	1
3	In which year the Consumer Protection Act was enacted?	K	1
4	Who is a Consumer?	K	1
5	Name any one redressal machinery/agency set up under Consumer Protection Act to redress consumer grievances.	K	1
6	What is the monetary limit of claim in District Consumer Disputes Redressal Forum?	U	1
7	State the monetary limit of claim in State Consumer Disputes Redressal Commission.	U	1
8	What is the monetary limit of claim in National Consumer Disputes Redressal Commission?	U	1
9	Name any one Consumer Organisation/NGO engaged in protecting and promoting consumers' interests.	K	1

	Part - B		
10	What is Consumer Protection?	U	2
11	State any two reasons to emphasise the importance of consumer protection from Consumers' point of view.	U	2
12	State any two reasons to emphasise the importance of consumer protection from the point of view of Business.	U	2
13	Write any two Consumer Rights.	K	2
14	Who can file a complaint before the appropriate consumer forum? (any two)	K	2
	Part - C		
15	Explain any four Rights of consumers.	K	4
16	State any four responsibilities of consumers while purchasing, using and consuming goods and services.	K	4
17	Explain any four ways in which the objective of consumer protection can be achieved.	U	4
18	State any four directions which can be issued by the consumer court to the opposite party.	U	4
19	State any four functions of Consumer Organizations and NGOs for the protection and promotion of consumer interests.	U	4