

Consumer Education And Protection

1. Four alternatives are given for each of the following questions / incomplete statements. Only one of them is correct or most appropriate. Choose the correct alternative and write the complete answer along with its letter of alphabet.

1. Fees or stamp duty for the consumer complaint.

- a) 10/- Rs
- b) 100/- Rs
- c) 1000/- Rs
- d) No Fee**

2. This is right statement concerned with case a file in consumer court.

- a) No advocate or lawyer is required
- b) There is no prescribed proforma to file a case.
- c) The complaint may be typed one or hand written.
- d) All of the above**

3. The head of the National Commission for consumer is.

- a) High Court Judge
- b) Supreme Court Judge**
- c) The president of India
- d) Minister of Consumer Affairs.

4. The State Commission entertains the complaints of...

- a) less than Rs. 20 lakhs.
- b) Rs. 20 lakhs – 1 Crore.**
- c) More than 1 crore.
- d) None of the above.

5. This is one of the consumer protection act.

- a) Essential Commodities Act,
- b) Weights and Measures Act,

c) The Government of India Act 1986.

d) All of the above.

6. The chairman of Central consumer Protection Council is.

a) High Court Judge

b) Supreme Court Judge

c) The president of India

d) Minister of Consumer Affairs.

7. This is not a consumer right.

a) The Right to Information

b) Right to Choice

c) Right to education

d) Right to be heard

8. The history of consumer movement began for the first time in.

a) India

b) China

c) America

d) England

9. Who is called as the king of market?

a) Consumer

b) Provider

c) Agent

d) Producer

10. Santosh was cheated by shopper to buy goods of 25 lakh rupees. Then where should he complain?

a) District Forum

b) State Commission

c) National Commission

d) City forum

11. This is very essential to lodge a complaint in Consumer forum.

- a) Fee
- b) Signature of a higher authority
- c) Signature of a witness
- d) Bill of the purchased goods.**

12. It is not mandatory to lodge a complaint in consumer forum.

- a) Advocate or lawyer is required.**
- b) Bills
- c) Full address of a merchant
- d) Compliant must in his own handwriting.

13. Teleshopping means...

- a) Trading from home itself**
- b) Trading at international level
- c) Domestic trade
- d) Retail trading

14. A person has bought a car of worth Rs. 15 lakhs, now facing some problems in it, but the car company is not responding to him. To which agency can the person complain?

- a) District Consumer Forum**
- b) State Consumer Commission
- c) National Consumer Commission
- d) Inter-State Consumer Forum

II. Fill in the blanks with suitable answers:

1. The other name of the Consumer is _____ (the king of market)
2. Person giving goods or services for money is called _____ (Consumer)
3. The Consumer Day is observed on _____ every year. (March 15)
4. In the case of compensation exceeding Rs. one crore, the complaint has to be submitted to the _____ (The National Commission)

5. In the case of compensation exceeding 5.00 lakhs, the complaint has to be submitted to the _____ (District Forum)

II. Answer the following questions in one word or sentence each:

1. Who is called a consumer?

Consumer is a person who buys goods or hires or avails services for a consideration called Price or Wages

2. What is the main aim of Consumer Movement?

The Consumer Movements were started by a few people who suffered on account of continuous exploitation by the traders

3. What is the Right of every Consumer?

The Right to Protect against the marketing of goods which are hazardous to life and property of the consumers.

4. When did Consumer Protection Act come into force in India?

1986

5. Who appoints the President of the District Consumer Forum?

state government

6. When is the World Consumers Day celebrated?

March 15 every year is celebrated as the World Consumers Day.

7. Who started a movement called AWARE (The Association of Women against Rising Expenses)?

Some women of Mumbai started a movement called AWARE