

CONSUMER PROTECTION ACT 1986

Q.no	Questions	Marks
1	Shubhangi purchased a car for Rs. 1.1 crore and found its engine defective. Despite many complaints, the defect was not rectified. She filed a complaint in National Commission but was not satisfied with its order. Suggest her the appropriate authority where she can appeal. (a) National commission (b) District forum (C) Supreme court of India (d) None of the above.	1
2	Sonu went to a shopkeeper to buy shampoo. The shopkeeper forced him to buy a particular brand of shampoo out of various available brands, irrespective of the willingness of Sonu.. Which right of Sonu, as a consumer, has been exploited? (a) Right to Information. (b) Right to choose (c) Right to consumer education. (d) Right to be heard	1
3	Rita wants to buy a packet of juice. As an aware customer, how can she be sure about the quality of juice she plans to buy? (a) By ISI mark (b) By FPO mark label (c) By Hall mark (d) Agmark	1
4	Consumer can make a complaint to the National Commission when the value of goods or services and compensation claimed exceeds rupees	1
5	Vijay purchased a flat for Rs. 50 lacs and found it different from what was agreed. He wants his money back. Suggest him the appropriate authority to file his complaint in the three-tier machinery under the Consumer Protection act, 1986. (a) State commission (b) District forum (c) National commission (d) Supreme court	1
6	When was the consumer protection act enacted (a) 1984 (b)1985 (c) 1986. (d) 1987	1
7	Raja Babu purchased a diesel car for Rs. 7 lakhs from an automobile company and found its engine being defective. Despite many complaints the defect was not rectified. Name the highest authority to file his complaint in the three-tier machinery under the Consumer Protection Act. (a) National commission (b) State commission (c) District forum (d) Supreme court	1
8	Harsh asked for a bottle of mineral water from a shopkeeper. The maximum retail price printed on the bottle was Rs. 20 only whereas the shopkeeper was charging Rs. 35. In spite of many arguments the shopkeeper was not ready to sell the bottle for less than Rs. 35. Harsh was in need of it and had no option except to buy. Identify the 'Right' which Harsh can exercise.	1

	(a) Right to choose (c) Right to heard	(b) Right to seek redressal (d) Right to information	
9	Whether following will be treated as a consumer say 'yes' or 'no' (a) Sita purchase a washing machine for her home. (b) Ramesh purchased a DVD Player for resale. (c) Rahul purchase a computer for earning his livelihood by doing DTP work. (d) Kunal use a new mobile connection.		1
10	Match the following quality mark is a consumer should look for while purchasing the following products. Products. Quality marks (A) electrical goods. 1. FPO marks (B) Agricultural Products. 2. ISI mark (C) jewellery. 3. Hall mark (D) Food products. 4. Agmark		1
11	Identify the consumer right discussed in the following cases: (A) Many consumer organisations are taking an active part in creating awareness in consumers. (B) According to this right produces have to provide all relevant information about the product.		1
12	. A consumer is not certain satisfied with district forum. In how many days we can challenge the same and approach the state Commission? (A) 20 days. (B) 30 days (C) 40 days. (D) 50 days		1
13	Redressal Agencies come under which Consumer Protection Act? (A) District forum (B) State commission (C) National commission (D) None of these (E) All of these		1
14	_____ relief is available if the goods are adulterated and the manufacturer is still in practice of selling. (A) cease manufacturing of hazardous goods (B) to complete consumer education. (C) to free choice of goods and service.		1
15	Full form of VOICE an NGO is: (A) various Organisation in interest of consumer education (B) voluntary organisation in interest of consumer education. (C) Voluntry organisation in interest of commodity education.		1

16	<p>State whether the following statement is True or False</p> <p>(a) Consumer protection has a moral justification for business.</p> <p>(b) In addition to rights, a consumer also has some responsibilities.</p> <p>(c) A complaint can be made to a district forum when the value of the goods or service in the question, along with the compensation claimed exceeds Rupees 20 lakh.</p> <p>(d) ISI is the quality certificate mark used in case of food products</p>	1
17	<p>Identify the given statement whether it is Right of consumer or Responsibility of consumer:</p> <p>(A) consumer must refer label carefully.</p> <p>(B) consumer to get relief in case the product or service Falls short of his expectations.</p> <p>(C) to acquire knowledge and to be a well informed consumer throughout life.</p> <p>(D) to take cash memo.</p>	1
18	<p>_____ is set up by the central government.</p> <p>(A) state Commission</p> <p>(B) district Forum</p> <p>(C) National Commission</p> <p>(D) none of these</p>	1
19	<p>Reena purchased some household goods from a 'General store'. After reaching home she found a face cream which she had not billed for. After checking the date of expiry and other details, she started using it. Her face burnt due to the use of the cream. Where should Tanya file a complaint? Justify. Under Consumer Protection Act, 1986 who can file a complaint?</p>	3
20	<p>Seema purchased a book from Harish Book Store. While reading the book, she found that sixteen pages were missing. She approached the seller of the book and complained about the missing pages. The seller promised that if the publisher was ready to change the book he would change the same. After a week, the seller informed Seema that the publisher had refused to change the book. Where can Seema file a complaint against the seller of the book? Give reason in support of your answer. Also explain who is a consumer as per "Consumer Protection Act 1986".</p>	3
21	<p>Raghav moved from Dehradun to Mumbai to work as an artist in television serials. On getting his first salary, he opened an account in a nearby commercial bank and also opted for ATM facility under ATM card. After a few months, he lost his ATM Card and lodged a request with the bank for furnishing duplicate card. Consequently, he was allotted duplicate ATM Card Number but that card was not given to him. After a week, he received a SMS message on his mobile stating that sum of Rs. 10,000/- has been withdrawn from his account. Since the duplicate ATM card was not given to him, he brought the debit entry in the notice of the bank. The bank assured to repay that amount to him within 15 days after investigating the issue. But, more than a month has passed since then and despite his persistent efforts the bank</p>	3

	has not taken any action so far. So, he files a case against the bank in the district forum. The consumer court can issue a notice to the bank after being satisfied with the genuineness of the complaint and directs the bank to repay Rs. 10,000 to Raghav along with the compensation of Rs. 50,000. Name the rights exercised by Raghav in the context of the above case.	
22	<p>In the year 2015, Under section 12(ID) of the Consumer Protection Act, the Consumer Affairs Ministry had filed a suit in National Consumer Disputes Redressal Commission (NCDRC) against Nestle India, the manufacturer of Maggi noodles, seeking about Rs. 640 crore in damages for alleged unfair trade practices, false labeling and misleading advertisements.</p> <p>In context of the above case: 1. Name any two other two parties besides government who can file a case under Consumer Protection Act 1986. 2. Why has the government filed a suit in National Consumer Disputes Redressal Commission (NCDRC) and at no other level of three tier redressal system?</p>	4
23	Rajat purchased an ISI mark electric iron from Bharat Electricals. While using it, he found that it was not working properly. He approached the seller and complained about the same. The manufacturer refused to replace and Bharat Electrical decided to file a complaint in the consumer court. Can Bharat Electricals do this? Why? Also explain who is a consumer as per Consumer Protection Act, 1986.	4
24	<p>On her sister's wedding, Radha decided to gift her gold earrings. When she shared her plan with her husband, he showed her an article in the daily national newspaper under the heading "Jago Grahak Jago." The campaign included details about the various aspects that people must consider before buying any gold jewellery.</p> <p>1. Why do you think campaigns like "Jago Grahak Jago" are inserted in the newspaper? 2. Name the right of consumer being fulfilled through this initiative of the government 3. State any three responsibilities that Radha must discharge as an aware consumer while buying her sister's wedding gift.</p>	5
25	<p>Home Shop 18 is an online and on-air retail and distribution venture of the Network 18 group, India. It is a part of the Network 18 Media and Investments Limited which is owned and operated by Reliance Industries. Currently, Home Shop 18 comprises of more than 15 categories namely, Mobiles, Health & Beauty, Apparel, Jewellery, Home & Kitchen, Household Appliances etc. to name a few. The company offers a wide variety of goods under each of these categories.</p> <p>1. Identify and explain the relevant consumer right being promoted by the company. 2. Also mention any two values being reflected through this approach adopted by the company.</p>	5

26	<p>Raja Ram bought a bottle of disinfectant spray from the nearby market. It had a knob which was to be opened in a particular way. However, there was no instruction on its package in this regard. Therefore, when he tried to open the knob in a casual way, some of the spray flew in his eyes. This affected his vision.</p> <p>In context of the above case:</p> <ol style="list-style-type: none"> 1. Name the right of consumer being violated by the company. 2. State any two directions which the consumer court can issue to the company after being satisfied with the genuineness of the complaint. 	6
27	<p>Aman a degree holder in Entrepreneurship came to know about Piplantri Village located in Rajasthan, where in 2006 an initiative was started, in which 111 trees are planted every time a girl child is born. To keep termites away from the trees the villagers have planted 2.5 million Aloe Vera plants around the trees. This has turned the village into an oasis, as the planting of trees led to higher water levels. Aman decided to visit the village to start a business unit, for the processing and marketing of Aloe Vera into juices, gels and other products. However, on visiting the village Aman found that the villagers were suffering exploitation at the hands of local merchants who were engaged in unscrupulous, exploitative trade practices like hoarding and black marketing of food products and also selling unsafe, adulterated products to the villagers. After looking at their plight instead of a business organization he decided to set up an organization for the protection and promotion of the consumer interest of the villagers.</p> <p>State the functions that the organization established by Aman will be performing. (any six points)</p>	6
28	<p>Good Health Ltd., a pharmaceuticals company, has introduced mosquito repellent bands under the brand name 'Jaddu' in the wake of outbreak of dengue in various parts of the country. The product attracted many people from all age groups, especially kids. However, the company failed to provide adequate guidance for the users on the label of the product in terms of time period of the effectiveness of the repellent band once its seal is opened. Because of this ambiguity, many buyers faced problems. In context of the above case:</p> <ol style="list-style-type: none"> 1. Identify and explain the consumer right which has been overlooked by the company . 2. Name and explain any two functions of the important product related aspect ignored by the company. 	6

Marking scheme

Q.no	Answer	Marks
1	(c) The Supreme Court	1
2	(b) Right to choose.	1
3	(b) By FPO mark label	1
4	1 crore	1
5	(a) State Commission	1
6	(c) 1986	1
7	(a) National Commission	1
8	(c) Right to be Heard	1
9	a, c and d 'yes' b. 'No'	1
10	A. __2 B. ___4 C ___ 3 D __1	1
11	(a) right to consumer education (b) Right to be informed	1
12	B	1
13	E	1
14	A	1
15	B	1
16	A. True B. True C False D False	1
17	(a) Responsibility (b). Right (C). Right (D) Right	1

18	c	1
19	<p>Reena cannot file a complaint in any consumer court since she does not have the proof of purchase, i.e., cash memo. She did not fulfil her responsibility of an honest consumer. She should have gone back to the general store to get its billing.</p> <p>Under the Consumer Protection act, 1986, any of the following can file a complaint:</p> <ol style="list-style-type: none"> 1. Any consumer 2. Any registered consumers' association 3. The central Government or any State Government 4. One or more consumers on behalf of many consumers having same interest. 5. A legal representatively of a deceased consumer. 	3
20	<p>Since, the value of the goods or services in question, along with the compensation claimed, does not exceed Rs. 20 lakhs she will file a case in the District Forum.</p> <ol style="list-style-type: none"> 1 A 'consumer' is generally understood as a person who uses or consumes goods or avails of any services. 2. A person who buys goods for commercial purpose or resale will not be considered to be a consumer. 	3
21	The two rights exercised by Raghav in the context of the above case are Right to be heard and Right to seek redressal.	3
22	<p>The two other two parties besides government who can file a case under Consumer Protection Act 1986 are any consumer and any registered consumers' association.</p> <p>2. The government filed a suit in National Consumer Disputes Redressal Commission (NCDRC) and at no other level of the three tier redressal system because a complaint has to be made to the National Commission only when the value of the goods or services in question, along with the compensation claimed, exceeds Rs. 1 crore.</p>	3
23	<p>No, Bharat Electricals will not be able to file a complaint under Consumer Protection Act 1986 because according to this act a person is not deemed to be a customer if he buys goods for resale or commercial purpose. Under the Consumer Protection Act 1986, a consumer is defined as:</p> <ol style="list-style-type: none"> 1. Any person who buys any goods for a consideration, which has been paid or promised, or partly paid and partly promised or under any scheme of deferred payment. It includes any uses of such goods, when such use is made with the approval of the buyer, but does not include a person who obtains goods for re-sale or any commercial purpose. 2. Any person who hires or avails of any service, for a consideration which has been paid or promised or partly paid and partly promised or under any system of deferred payment. It includes any beneficiary of 	4

	services when such services are avails of such services for any commercial purposes.	
24	<p>The campaigns like “Jago grahak Jago” are given in the newspaper to make the consumers aware of the various undesirable activities like unscrupulous, unfair trade practices etc which are carried out by the marketers to exploit the buyers.</p> <p>2. Right to Consumer Education is being fulfilled through this initiative of the government. 3. The three responsibilities that Radha must discharge while buying her sister’s wedding gift are as follows:</p> <ol style="list-style-type: none"> 1. Buy only standardized goods and check for standardization mark like Hallmark for gold jewellery. 2. Assets herself to ensure that she gets a fair deal. 3. Ask for a cash memo on purchase of goods or services. <p>Ans. 25</p>	5
25	<p>The Right to Choose is being promoted by the company. According to the Right to Choose, the consumer has a right to choose from a variety of products at competitive prices. Also, the marketers should offer wide variety of products to buyers.</p> <p>2. The two values being reflected this approach adopted by the company are increasing standard of living and technological development</p>	5
26	<p>The two rights of consumer being violated in the above case are Right to information and Right to safety.</p> <p>2. The two directions which the consumer court can issue to the company after being satisfied with the genuineness of the complaint are as follows:</p> <ol style="list-style-type: none"> 1. Not to offer hazardous goods for sale. 2. To pay a reasonable amount of compensation for any loss or injury suffered by the consumer due to the negligence of the marketer 	6
27	<p>Functions of an NGO / Consumer organization</p> <ol style="list-style-type: none"> 1. Educating the villagers / general public about consumer rights by organizing training programmes, seminars and workshops. 2. Publishing periodicals and other publications to impart knowledge about consumer problems, reliefs available and other matters of interest. 3. Carrying out comparative testing of consumer products in accredited laboratories to test relative qualities of competing brands and publishing the test results for the benefit of consumers. 4. Encouraging consumers to strongly protest and take an action against exploitative and unfair trade practices of sellers. 5. Providing legal assistance to consumers by way of providing aid, legal advice etc, in seeking legal remedy. 6. Filing complaints in consumer courts on behalf of consumers. 	6
28	The Right to information is being overlooked by the company in the	6

	<p>above mentioned case. 1. According to the Right to information, a consumer has the right to get complete information about the product he / she intends to buy including its contents, date of manufacture, date of expiry. Price, quality, directions for use etc. Also, as per law, it is mandatory for the marketers to provide complete information about the product / service to the buyers.</p> <p>2. The important aspect related to the marketing of products which has been ignored by the company is Labelling.</p> <p>The two important functions performed by labeling are: 1. Describes the product and specifies its contents: 2. Helps in identification of the product or brand:</p>	
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