



INDIAN SCHOOL AL WADI AL KABIR

Class: XII Business Studies	Department: Commerce
Worksheet No: 1	Topic: Consumer Protection

Q.1. State the following statements as True and False:

- 1) “Let the buyer beware” has now been changed to “Let the seller beware”.
- 2) Each state commission must have one woman as its member.
- 3) Right to Education is one of the consumer rights.
- 4) The scope of Consumer Protection Act is applicable to big undertakings, private sector and co-operative sector only.
- 5) Redressal through Consumer Protection Act is expensive and slow way of solving their grievances.
- 6) Consumer Protection Act provides 5 consumer rights to help in getting their grievances redressed.
- 7) Consumer Protection Act only covers goods manufactured in India.
- 8) BIS Hallmark is standard for agricultural products.
- 9) The consumers have the forced to choose from the available variety of products.
- 10) Consumer Protection Act only includes educating consumers about their rights and responsibilities.

Q.2. Multiple Choice Questions

1. The consumer must be assured whenever possible access to a variety of goods and services at competitive prices.
 - a. Right to Consumer Protection Act
 - b. Right to choose
 - c. Right to safety
 - d. Right to be heard
2. The consumer provides to approach the government and public bodies when decision and policies are made which can hamper consumer interests.
 - a. Right to safety
 - b. Right to be heard
 - c. Right to Consumer Protection Act

d. Right to consumer education.

3. Consumer Protection Act is applicable:

- a. Immovable goods
- b. Movable goods
- c. Specific goods and services
- d. All goods and services.

4. "Consumer has the right to present before the appropriate forum or authorities all those matters which effect his interests". It is termed as right to be:

- a. Heard
- b. Informed
- c. Safety
- d. Education

5. When does false representation that the goods are of the particular standard, quality is termed as:

- a. Restricted trade practices
- b. Unfair trade practices
- c. Caveat emptor
- d. Caveat Venditor

Q.3. On the eve of Diwali Kalpana purchased two kilograms of sweets from VV Koyal Sweets. On consumption of sweets her two children and husband fell sick and were to be hospitalized. Kalpana wanted to file a case in the consumer forum but could not do so because she did not have any proof of buying sweets from Koyal sweets. What proof could Kalpana have obtained for filing the claim in the consumer court?

Q.4. Amazing Duniya' is a tourist agency. It also has a group of hotels. The company offers new types of schemes to the potential customers. Amit was offered a scheme of staying in a hotel for 6 days and 5 nights for free. However, when he reached the destination he was told that every room of the hotel was booked. He told them that he was told earlier that his room was booked. He even showed them the confirmation he received on his mail.

1. Can Amit file a complaint against the tourist agency?
2. Will he get a relief in this case?
3. Name the relief he will get.
4. Which consumer right has been violated in this case?

Q.5. Himanshu purchased a new car from 'Galaxy Motors' for Rs.25 lakhs. He was offered free insurance for the first year and three free servicing to be availed after the car had covered 5,000 km, 10,000 km and 15,000 km respectively.

When Himanshu took the car for the first free servicing, he was told that the car was not new and first service had already been availed on this car. He felt cheated and filed a complaint in the State Commission. Being not satisfied with the decision of the State Commission, after two months he decided to file an appeal against it.

Can Himanshu appeal against the decision of the State Commission? Give reason in support of your answer.

Q.6. Shobhit wants to purchase a sandwich maker. He goes to a nearby mall and enters the shop where electric gadgets are kept. He asks the salesman about the area where sandwich makers are kept. The sales man takes him to that place where different types of sandwich makers are kept.

He very patiently observes all the electronic gadgets, sees their functions, reads their instructions, compares their prices and sees their warranty periods. After some time when he pays the concerned person, tells him to note his home address and telephone number for future contact. He also asks him to inform him about any new products in the market.

1. In the above case name one consumer responsibility Shobhit should follow?
2. In the above case when Shobhit reads the instructions which consumer right is maintained?
3. Which mark should be checked by Shobhit on the electronic appliance as he purchases it?
4. What is the significance of this mark?

Q.7. Explain the role of consumer organizations and NGOs in protecting and promoting consumer's interest.

Q.8. Rajiv bought an electric geyser. One day while taking bath he felt an electric shock. He quickly called the company and asked the concerned person to replace the geyser or fix the problem. There was no response from the side of the company. The geyser was still in the warranty period. Later from other neutral sources he came to learn that many other people have also felt the same problem and it is because the product is made up of substandard components.

In the above case identify answer the consumer rights violated.

Q.9. Adesh had some problem walking on the road. He purchased a pair of shoes with high heels. After some time of using these shoes his pain increased as he did not know that there were medically recommended shoes available in the market for this problem. After a few days of giving himself rest he approached a shop where the medically recommended shoes were sold. He was amazed to learn that the company making the shoes was holding workshops at different places in order to make the people suffering with such problem aware of an available option.

1. Which consumer responsibility was not fulfilled by Adesh?
2. Which right has been helped protected by the company selling the medically recommended shoes?

Q.10. Dr. Ahuja purchased a washing machine of a renowned company. The price of the machine was Rs.10,000. The company provided the cash memo on purchase. The money was paid in cash. The machine model was semi-automatic and it was with a warranty of 3 years. For 3 years 1 month there was no problem in the functioning of the machine. But due to water logging around the machine while washing clothes the main rotator of the machine got fused. When the complaint was registered with the company it was told that the warranty period of the machine had expired and Dr. Ahuja would have to pay for the service charges as well as the replacement of rotator motor.

1. Is the company justified in not providing free service to Dr. Ahuja?
2. Can Dr. Ahuja file a complaint against the company?
3. Which consumer right of Dr. Ahuja is overlooked here?
4. Was any party at fault?
5. Did Dr. Ahuja fulfill her consumer responsibility?

Q.11. Suresh has opened an NGO for the welfare of the consumers. He has got a degree in law. In order to utilize his education he quite often helps people in their legal affairs. Now that he has started an NGO he assures that whenever a consumer in his knowledge is deprived of his consumer rights he should file a complaint on his behalf in the consumer court and fight for his cause.

His organisation has some of the people with journalist background. The three of them along with Suresh from the side of their NGO have launched a monthly magazine which creates awareness about the rights, reliefs and responsibilities of the consumers.

All the members of this NGO work with a lot of enthusiasm. Recently in the central part of the city they organized a training program in which all the information related to the exploitation of consumers, consumer ignorance, consumer rights and reliefs available to the consumers were the key highlights. The government has also provided support to their organisation.

The government laboratories are easily in touch with them and are ready for any type of confirmation of results related to the purity of products. More and more members are getting attached with the organisation. The membership is increasing. The organisation recently helped few ladies stage a demonstration outside the showroom of a company responsible for selling a fake electrical appliance responsible for the death of one man. In totality the NGO is doing a great job.

In the above case identify the various functions performed by the NGO for the protection of the interests of the consumers.

Q.12. Raghu purchased a truck worth Rs.35 lakhs. The truck had some inbuilt problems and after some days stopped starting. Since it was in the guaranty period it was shown to the company. The people in the company refused to attend to his complaints. It was heart breaking for him so he decided to file a complaint in the state commission. The state commission on hearing the pleas from both the parties gave decision in favour of the truck company. It was shockingly bad news for Raghu.

1. At what level of authority should Raghu file a complaint now?
2. In how many days should he file his complaint at the next level?

Q.13. RO Youth Club' organised a visit of its members to an Old Age Home to inculcate the habit of social work among them. The visit revealed that the living conditions of the inmates of the Old Age Home were not hygienic. So, the RO Youth Club members decided to clean the premises. During their cleanliness drive, they realised that the Old Age Home also required pest control.

But some of the inmates of the Old Age Home were reluctant for it because they believed that the pest control may create health problems for them. RO Youth Club, therefore, decided to provide ethical, safe and odourless pest control. They showed to the inmates of the Old Age Home a pamphlet of the proposed pest control product which promised easy, inexpensive and long-lasting pest control.

The inmates happily agreed and the pest control was carried out. The effect of the pest control started wearing off after a fortnight. RO Youth Club contacted the pest control company which kept on postponing their visit. After waiting for a month, RO Youth Club filed a case in the consumer court.

The consumer court was satisfied about the genuineness of the complaint and issued necessary directions to the pest control company.

1. State any five directions that might have been issued by the court.

Q.14. Nitish went to a shop to purchase a shirt. The shopkeeper offered him three colours of shirts. Nitish asked him to show him the shirt which was on display. The shopkeeper told him that he could not buy that shirt and would have to choose from the options provided by him. Out of necessity and lack of time Nitish purchased a shirt out of the shirts shown by the shopkeeper. He paid him cash and didn't take the cash memo. Later, when he wore the shirt at home and was about to leave, he found one button of the shirt missing. He went to the shop the next day and asked for replacement. The shopkeeper bluntly denied that the shirt was purchased from him.

1. Which consumer right of Nitish is violated here?
2. Which consumer responsibility was not fulfilled by Nitish which led to this situation?
3. Can Nitish file complaint against the shopkeeper?
4. From the point of view of business which type of interest has been overlooked by the shopkeeper? Why?