



## INDIAN SCHOOL AL WADI AL KABIR

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| <b>Class: XII</b><br><b>Business Studies</b> | <b>Department: Commerce</b>             |
| <b>Worksheet No: 2</b>                       | <b>Topic: CONSUMER PROTECTION(MCQS)</b> |

1. In case a consumer is not satisfied with the order passed in the State Commission, he can further make an appeal in the National Commission within a time period of \_\_\_\_\_.

- (a) 10 days
- (b) 20 days
- (c) 30 days
- (d) 45 days

2. If the consumer is not satisfied with the orders of District Commission, he can appeal in the State Commission within \_\_\_\_\_ days from the date of order

- (a) 20 days
- (b) 45 days
- (c) 30 days
- (d) 15 days

3. Yash had severe pain in his throat, so he called up the doctor and asked for telephonic advice. The doctor prescribed him a sachet of Throat Reliever Hot Sip. He asked his servant to get a sachet from a local chemist with a cash memo. After consuming the sachet, he started feeling more ill, so he picked up the empty sachet and started reading the label. To his utter dismay, the sachet had already expired last month. Which of the following remedies is not available to him any longer as a consumer?

- (a) To withdraw the hazardous goods from sale
- (b) To replace the defective product with a new one

- (c) To refund the price paid for the product
- (d) To pay a reasonable amount of compensation for any loss suffered by the consumer due to the negligence of the opposite party

4. Which of the following functions are carried out by the consumer organisations?

- (a) Publishing periodicals to impart knowledge about consumer issues
- (b) Providing legal assistance to consumers
- (c) Filing complaints in appropriate consumer courts on behalf of the consumers
- (d) All of the above

5. Which of the following statements is not true with regard to the National Commission?

- (a) It consists of a President and at least five other members, one of whom should be a woman
- (b) The members are appointed by the Central Government
- (c) A complaint can be made to the National Commission when the value of the goods or services in question, along with the compensation claimed, exceeds ₹10 crore
- (d) Where the aggrieved party was not satisfied with the order of the National Commission, the case can be taken to the Supreme Court of India

6. As per the consumer protection Act 2019, National commission redresses the grievances of goods whose consideration and compensation should \_\_\_\_\_

- (a) Exceeds ₹10 crores
- (b) less than ₹1 crores
- (c) Exceeds ₹1 crore but less than ₹10 crores
- (d) None of the above

7. Which of the following statements is not true with regard to the District Forum?

- (a) It consists of a President and three other members, one of whom should be a woman

- (b) The members are appointed by the District Government
- (c) A complaint can be made to the appropriate District Forum when the value of the goods or services in question, along with the compensation claimed, does not exceed ₹1 crores.
- (d) All of the above

**8.** Which of the following statements is true with regard to the State Commission?

- (a) It consists of a President and not less than two other members, one of whom should be a woman
- (b) The members are appointed by the State Government concerned
- (c) A complaint can be made to the appropriate State Commission when the value of the goods or services in question, along with the compensation claimed, exceeds ₹1 crores but does not exceed ₹10 crores
- (d) All of the above

**9.** In case an aggrieved consumer is not satisfied with the decision of the National Commission, he can make a further appeal in \_\_\_\_\_.

- (a) State Commission
- (b) District Forum
- (c) Supreme Court of India
- (d) All of the above

**10.** Where can the aggrieved party appeal further in case he is not satisfied with the order of the District Forum?

- (a) National Commission
- (b) State Commission

- (c) Supreme Court of India
- (d) All of the above

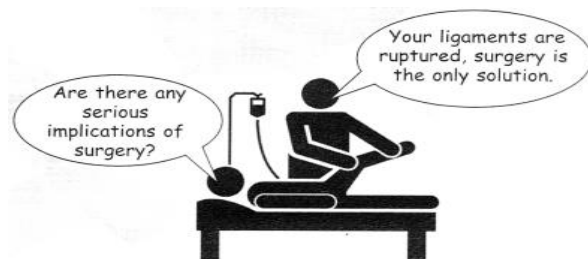
**11.** In case an aggrieved consumer is not satisfied with the decision of the State Commission, he can make a further appeal in \_\_\_\_\_.

- (a) National Commission
- (b) District Forum
- (c) Supreme Court of India
- (d) All of the above

**12.** Which of the following types of cases are filed in the State Commission?

- (a) When the value of the goods or services in question, along with the compensation claimed, exceeds ₹1 crores but does not exceed ₹10 crores
- (b) When the value of the goods or services in question, along with the compensation claimed, exceeds ₹20 lakhs but does not exceed ₹2 crore
- (c) When the value of the goods or services in question, along with the compensation claimed, exceeds ₹40 lakhs but does not exceed ₹1 crore
- (d) None of the above

**13.** Identify the responsibility of consumers being highlighted in the picture given below



- (a) Be honest in your dealings
- (b) Learn about the risks associated with products and services

- (c) Assert yourself to ensure that you get a fair deal
- (d) Respect the environment.

**14.** Naina, her husband, and her two minor daughters were travelling from Mumbai to Delhi, availing of a company's flight services in 2018. The airlines had issued boarding passes to all of them. Naina claimed in her plea that the airlines left all her family at the Mumbai Airport without informing them, despite their being on the airport premises. The family had to stay in a hotel and purchase new tickets the next day. The State Consumer Disputes Redressal Commission (SCDRC), on hearing the plea, asked an airline company to pay ₹50,000 to Naina and her family. Identify the rights of consumers being exercised in the given case.

- (a) Right to safety
- (b) Right to be heard
- (c) Right to seek redressal
- (d) Right to consumer education

**15.** A popular nationalised bank has been fined ₹8 lakh by the country's highest consumer court, National Consumer Disputes Redressal Commission (NCDRC), for not sharing complete insurance policy details with a customer. The bank has been ordered to pay the full amount as compensation to the customer. Identify the rights of consumers being violated in the given case.

- (a) Right to be heard
- (b) Right to seek redressal
- (c) Right to information
- (d) Right to safety

**16.** Which of the following activities lie within the scope of consumer protection?

- (a) Educating consumers about their rights and responsibilities

(b) Helping consumers in getting their grievances redressed

(c) Protecting the interests of consumers

(d) All of the above

**17.** Due to the negligence of the doctors, Johar passed away within a week's time after his surgery of the spine. Which of the following parties can not file a case in this regard?

(a) The consumer

(b) Any registered consumers' association

(c) A legal heir or representative of the deceased consumer

(d) All of the above

**18.** Identify the below Marks indicating quality in different products:

