INDIAN SCHOOL AL WADI AL KABIR

Class: XII	**Department: Commerce**
Worksheet: 01	**BUSINESS STUDIES**
Topic- OTQs and DTQs	**Chapter 12- CONSUMER PROTECTION**

Q.NO	**PART I- OBJECTIVE TYPE QUESTIONS/MCQs**
1	Ritika wanted to buy a new washing machine. She visited 'Elec Duniya', a large electronics store. She saw there many different brands and models on display like KM, Neo, Unipool, INH etc. The salesperson at the store explained the differences in quality, brand reputation and prices of different washing machines. Ritika could now compare fully automatic, semi-automatic, top load and front load washing machines. The salesperson encouraged her to take her time, check different brands and resolve her queries. Ritika also went to another shop nearby to compare prices and features of different washing machines. After comparing all the available options, Ritika chose a 'Neo' front load washing machine because it offered the best features within her budget. The consumer right exercised by Ritika in the above case is: (A) Right to be heard (B) Right to choose (C) Right to consumer education (D) Right to seek redressal
2	Ravi purchased gold jewellery from a reputed jewellery store. He ensured that the jewellery had a hallmark which confirms its purity and authenticity. To avoid paying goods and services tax (GST) he asked the salesperson to write the gold weight and making charges on a slip of paper and hand it over to him. Which of the following responsibilities of a consumer was not fulfilled by Ravi while purchasing jewellery? (A) Be aware about various goods and services available in the market so that an intelligent and wise choice can be made. (B) Ask for a cash memo on purchase of goods and services. (C) Buy only standardized goods as they provide quality assurance. (D) Assert yourself to ensure that you get a fair deal.
3	Read the following statements - Assertion (A) and Reason (R): Assertion (A): Many enlightened business firms have set up their own consumer service and grievance cells. Reason (R): The consumer has a right to file a complaint and to be heard in case of dissatisfaction with a good or service. Choose the correct alternative from the alternatives given below: (A) Both Assertion (A) and Reason (R) are false. (B) Assertion (A) is false and Reason (R) is true. (C) Both Assertion (A) and Reason (R) are true, but Reason (R) is not the correct explanation of Assertion (A). (D) Both Assertion (A) and Reason (R) are true and Reason (R) is the correct explanation of Assertion (A).
4	Ramesh wanted to buy a room heater as it had become extremely cold. He went to the nearby market in search of a good room heater. He first visited a few big shops selling branded heaters and checked the design, quality and the price. Walking through the market

	he saw a road side shop displaying an attractive room heater. He walked into the shop to enquire about the room heater. The shopkeeper demonstrated how the heater worked and simultaneously explained its qualities like its rotating function, auto-cut etc. Ramesh asked about its price and decided to buy it, as in comparison to other room heaters, it was cheaper and had various additional features. However, while focusing on the price and features, he did not check the ISI mark or the label which displayed the date of manufacturing, safety features, directions for use etc. The right exercised by Ramesh in the above case is: (A) Right to choose (B) Right to be heard (C) Right to consumer education (D) Right to safety
5	Read the following statements carefully: Statement I: While buying electrical appliances, a consumer should buy only ISI mark products. Statement II: It is the responsibility of a consumer to buy only standardised goods as they provide quality assurance. In the light of the given statements, choose the correct alternative from the following: (A) Statement I is true and Statement II is false. (B) Statement I is false and Statement II is true. (C) Both Statement I and Statement II are true. (D) Both Statement I and Statement II are false.
6	To promote awareness among consumers, the government is running a campaign 'Jago Grahak Jago'. This campaign is a part of which of the following rights? (A) Right to be informed (B) Right to safety (C) Right to consumer education (D) Right to be heard
7	The apex body under the Consumer Protection Act for redressal is: (A) State Commission (B) District Commission (C) National Commission (D) Supreme Court
8	Under the Consumer Protection Act, a complaint can be filed in District Commission when the value of goods or services is: (A) Exceeds ₹1 crore (B) Up to ₹50 lakh (C) Up to ₹1 crore (D) Between ₹10 lakh and ₹50 lakh
9	Which of the following will not be considered as consumers as per Consumer Protection Act, 2019? (A) A person, who avails any service for a consideration which has been partly paid. (B) Any user of goods if such use is made with the approval of the buyer. (C) A person who purchases goods through online means. (D) A person who obtains goods for resale purposes.
10	From the following, identify the incorrect statement as per Consumer Protection Act, 2019:

	(A) National Commission has territorial jurisdiction over the whole country for consumer protection. (B) District Commission entertains complaints where value of goods or services paid as consideration does not exceed 1 crore. (C) Appeal against District Commission's order can be filed in National Commission. (D) District Commission and State Commission are set up by the State Governments.
11	Which of the following will not be considered as consumers as per Consumer Protection Act, 2019? (A) A person, who avails any service for a consideration which has been partly paid. (B) Any user of goods if such use is made with the approval of the buyer. (C) A person who purchases goods through online means. (D) A person who obtains goods for resale purposes.
12	Niyati is working as a teacher in a school in Mansarovar Garden. She always tells the children at the school not to pollute the environment, and not to throw wrappers of chips and chocolates here and there. She always carries a bag with her to collect the wrappers and put them in the dustbin. By doing this, which responsibility of a consumer is she discharging: (A) Reading labels carefully (B) Asserting to get a fair deal (C) Respecting the environment (D) Being honest in the dealings
	PART II- DESCRIPTIVE TYPE QUESTIONS/DTQs
1	Meera purchased a mixer-grinder of a reputed brand from a well-known electronic store for ₹5,000. Within ten days, the mixer-grinder stopped working. Meera visited the shop for repair or replacement showing the cash memo and the warranty card but the shopkeeper refused to help her. Though the product was worth only ₹5,000, she filed a complaint at the District Consumer Disputes Redressal Commission. The Commission ordered the store to replace the product within 30 days. They also added ₹1,000 as compensation for mental harassment and ₹800 for legal costs. State two responsibilities fulfilled by Meera and two reliefs which Meera got through Consumer Redressal Commission.
2	Ravi purchased a branded mixer-grinder from a local electronics store for ₹4,500. The shopkeeper assured him it came with a two-year warranty. Within three months, the motor stopped working. When Ravi approached the shopkeeper, he refused to repair or replace it and said, “No warranty card was given, so I’m not responsible.” Ravi remembered seeing the “Jago Grahak Jago” campaign on television, which urged consumers to stay alert and know their rights. a) Identify the consumer right that Ravi can invoke in this situation and explain it. b) Explain **any two** consumer responsibilities that Ravi should have followed while making this purchase. c) Name the redressal agency Ravi should approach for his complaint, given the value of his purchase, and state **two** reliefs the agency can provide.
3	Aman, a young graduate was living away from home in another city. He had problems in cooking and heating food. He decided to purchase a microwave oven for the same. He

	went to the market, visited many shops and compared various microwave oven brands available in the market. He compared features, price, after-sale-service and customer reviews etc. to make an informed choice as per his needs. After selecting the oven, he checked that it should have an ISI mark. This gave him confidence about the safety, standards and quality of the oven. After reaching home he followed the manufacturer's instructions for safe installation and use of microwave oven. This helped him in avoiding any risk associated with the usage of microwave oven. By doing all this Aman kept in mind various responsibilities while purchasing and using the microwave oven. Still, some of the responsibilities were left unfulfilled by him. State any three such responsibilities.
4	State any three points of importance of consumer protection from the point of view of business. OR The consumer grievances are redressed by the three-tier machinery under Consumer Protection Act, 2019. (i) Name the three tiers of the enforcement machinery. (ii) Also, state jurisdiction of cases that can be filed in each of these three tiers of the enforcement machinery.
5	State the role of consumer organisations and non-governmental organisations in protection and promotion of consumers' interests on the basis of any four points. OR State any four reliefs available to the consumers if the consumer court is satisfied about the genuineness of the complaint in the interest of the general public, not in the interest of any one individual consumer.
6	Anuj, after a lot of research, paid 'SS Developers' an advance of ₹2 crore to build a lavish house for him. They promised to deliver the property within 18 months. At the end of 18 months, Anuj asked for the delivery of the property many times but the developer did not respond. Anuj realized that 'SS Developers' was not in a position to hand over the property to him. Anuj asked for a refund of the money with interest, which 'SS Developers' refused. Anuj approached the consumer court with his complaint. (i) Which grievance redressal agency had Anuj approached? (ii) State any three reliefs Anuj is likely to get, if the consumer court is satisfied with the complaint.
7	Kewalram started a sweets shop 'Karamati Sweets' in 1950. The sweets were famous all over India for their good quality and people would come from far and wide to purchase sweets from him. As he grew old, he could no longer run the shop. So, he sold the shop to one of his neighbours 'Bholaram'. After a few months, to further increase the revenue, 'Bholaram' started engaging in unfair trade practices like using adulterated khoya and paneer. He thought that no one would know about it as 'Karamati Sweets' had a good image in the eyes of the people. Slowly, people started falling sick after consuming sweets purchased from 'Karamati Sweets' but they did not know where to go and to whom to complain. Raghav, a resident of the village had recently completed his studies. He was also a member of a non-governmental organisation, 'Meri Voice'. He felt that the villagers should be made aware about the rights and reliefs available to them. He started creating

	awareness about consumer rights among the villagers to protect their interest through a series of talks and presentations in the village. (a) Identify and explain the consumer right discussed in the above para. (b) Also, identify and explain the consumer right violated by 'Bholaram' in the above case.
8	Abha had guests at home. She ordered vegetable biryani from 'Biryani House'. The biryani came in a beautiful packaging and Abha opened it with lot of excitement. However, when she started serving biryani to the guests, she realised that it was non-vegetarian. She checked the package and noticed that there was no indication whether it was a vegetarian or non-vegetarian biryani. She contacted 'Biryani House' for the same. The manager at 'Biryani House' apologized and immediately sent a vegetarian biryani along with complimentary sweet dish. Identify and explain the two consumer rights discussed in the above case.
9	Kartik is engaged in trading of Smart Televisions. He purchases these televisions from 'Vivek Electronics', the manufacturer. All the televisions are certified by 'Bureau of Indian Standards'. During Deepawali season, Vivek Electronics supplied some defective television sets to Kartik. Kartik is getting complaints about the televisions from almost all the customers. a) Who amongst the following can exercise his/her 'Right' and against whom? (i) Kartik (ii) Vivek Electronics (iii) Consumers b) Define 'Consumer' as per the provisions of the Consumer Protection Act, 2019. c) State the 'Right' which can be exercised to get relief.
10	Ashish wanted to purchase an LCD TV for his home. He decided to go to various stores selling electronic items to check the available varieties of different brands. One of his friends took him to a manufacturer selling LCD TV at almost half the price. The manufacturer described its various features and insisted that Ashish buys the LCD TV from him. Seeing the features, Ashish decided to buy the TV from him, even when the TV was not having any standardisation mark on it. When Ashish asked for the cash memo, the manufacturer discouraged him, saying that it will attract additional tax. He further told Ashish not to worry and promised that if there was any problem with the TV, he would replace it immediately. The TV started malfunctioning within a month and Ashish asked for its replacement. The manufacturer refused to replace the LCD TV, telling him that the problem is due to mishandling of the TV. Ashish decided to file a complaint in the Consumer Court against the manufacturer. (i) Identify and explain two consumer rights discussed in the above case. (ii) State two consumer responsibilities that Ashish did not fulfil while buying the LCD TV.