

Consumer Rights

Question 1.

Recently, India has witnessed an upsurge in the number of:

- (a) Political parties
- (b) Political leaders
- (c) Consumer rights
- (d) Consumer groups

▼ Answer

Answer: (d) Consumer groups

It was consumer groups.

Question 2.

In which of the following years did United Nations adopt the UN Guide-lines for Consumer Protection:

- (a) 1965
- (b) 1975
- (c) 1985
- (d) 1995

▼ Answer

Answer: (c) 1985

In the year 1985.

Question 3.

The Consumer International has 240 organisations from how many of the given counties:

- (a) 100
- (b) 200
- (c) 300
- (d) 400

▼ Answer

Answer: (a) 100

In 100 countries.

Question 4.

COPRA was enacted in which of the following years the year:

- (a) 1956
- (b) 1966
- (c) 1976
- (d) 1986

▼ Answer

Answer: (d) 1986

It was enacted in 1986.

Question 5.

The Consumer Protection Act is popularly known as:

- (a) COPRA
- (b) CORPA

- (c) CORAP
- (d) COPAR

▼ Answer

Answer: (a) COPRA
It is known as COPRA.

Question 6.

The full form of RTI is:

- (a) Right to Information
- (b) Right to be Informed
- (c) Right to Identity
- (d) None of the above

▼ Answer

Answer: (a) Right to Information
It is Right to Information.

Question 7.

The full form of MRP is:

- (a) Maximum retail price
- (b) Maximum return price
- (c) Maximum return price
- (d) none of the above

▼ Answer

Answer: (a) Maximum retail price
It is Maximum retail price.

Question 8.

Which of the following are rights of the consumer:

- (a) To be informed
- (b) To choose
- (c) To seek redressal
- (d) All the above

▼ Answer

Answer: (d) All the above
All the above are rights of consumers.

Question 9.

The consumers have the right to seek redressal against:

- (a) Fair trade practices and exploitation
- (b) Unfair trade practices and exploitation
- (c) Quality and quantity
- (d) None of the above

▼ Answer

Answer: (b) Unfair trade practices and exploitation
It is always against unfair trade practices and exploitation.

Question 10.

Locally formed consumers organisations are known as:

- (a) Consumer forums
- (b) Consumer protection councils
- (c) Both (a) and (b)
- (d) None of the above

▼ Answer

Answer: (c) Both (a) and (b)

They are known as consumer forums or consumer protection councils.

Question 11.

RWA stands for:

- (a) Railway Welfare Association
- (b) Rapid Welfare Association
- (c) Resident Welfare Association
- (d) none of the above

▼ Answer

Answer: (c) Resident Welfare Association

It stands for Resident Welfare Association.

Question 12.

The district level courts deal with the cases involving claims upto:

- (a) Rs 10 lakhs
- (b) Rs. 15 lakhs
- (c) Rs. 20 lakhs
- (d) none of the above

▼ Answer

Answer: (c) Rs. 20 lakhs

They deal upto 20 lakhs.

Question 13.

The state level courts deal with the cases involving claims between:

- (a) Rs. 10 lakhs and Rs. 1 crore
- (b) Rs. 15 lakhs and Rs. 1 crore
- (c) Rs. 20 lakhs and Rs. 1 crore
- (d) Rs. 25 lakhs and Rs. 1 crore

▼ Answer

Answer: (c) Rs. 20 lakhs and Rs. 1 crore

They deal upto Rs. 20 lakhs and Rs. 1 crore.

Question 14.

The national level courts deal with the cases involving claims exceeding:

- (a) 1 crore
- (b) 2 crores
- (c) 2 crores
- (d) 4 crores

▼ Answer

Answer: (a) 1 crore

They deal exceeding 1 crore.

Question 15.

Today, there are more than consumer groups in the country:

- (a) 400
- (b) 500
- (c) 600
- (d) 700

▼ Answer

Answer: (d) 700

There are more than 700 consumer groups in the country.

Question 16.

We participate in the market both as:

- (a) Sellers and buyers
- (b) Customers and shopkeepers
- (c) Producers and consumers
- (d) All the above

▼ Answer

Answer: (c) Producers and consumers

Market is a place where both producers and consumers participate.

Question 17.

Consumers participate in the market when they:

- (a) Sell goods and services that they need
- (b) Purchase goods and services that they need
- (c) Sell goods and services that they do not need
- (d) Purchase goods and services that they need

▼ Answer

Answer: (b) Purchase goods and services that they need

Consumers when they purchase goods and services that they need, participate in the market.

Question 18.

Rules and regulations are needed for producing and selling goods in order:

- (a) To promote the market
- (b) To fulfil the demands
- (c) To promote development
- (d) None of the above

▼ Answer

Answer: (c) To promote development

To promote development rules and regulations are needed for producing and selling goods.

Question 19.

Rules and regulations are also required for:

- (a) Selling goods
- (b) Buying goods

- (c) For protecting the environment
- (d) None of the above

▼ **Answer**

Answer: (c) For protecting the environment

For protecting the environment rules and regulations are also required.

Question 20.

Many people who work in the unorganised sector have to work :

- (a) At a low wage
- (b) Accept conditions that are not fair
- (c) In unhealthy environment
- (d) All the above

▼ **Answer**

Answer: (d) All the above

All the above factors are possible with people who work in the unorganised sector.

Question 21.

Whenever there is a complaint regarding a good or service, that had been bought, the seller tries to shift all the responsibility:

- (a) On the seller
- (b) On the manufacture
- (c) On nature
- (d) On the buyer

▼ **Answer**

Answer: (d) On the buyer

The seller shifts all responsibilities on the buyer.

Question 22.

The ways in which exploitation happen in the market place:

- (a) Shopkeeper weigh less than what they should
- (b) Add charges that were not mentioned
- (c) Sell adulterate or defective goods
- (d) All the above

▼ **Answer**

Answer: (d) All the above

All the above factors are the ways in which exploitation happens in the market place.

Question 23.

Sometimes false information is passed on through the media to :

- (a) Sell goods
- (b) Buy goods
- (c) To make the poster colourful
- (d) To attract consumers

▼ **Answer**

Answer: (d) To attract consumers

To attract consumers, false information is passed on through the media.

Question 24.

A company sold powder milk for babies all over the world as the most scientific product claiming this to be better than:

- (a) Cow's milk
- (b) Goat's milk
- (c) Camel's milk
- (d) Mother's milk

▼ [Answer](#)

Answer: (d) Mother's milk

The company was comparing with mother's milk.

Question 25.

A long battle had to be fought in courts to make cigarette manufacturing companies accept that their product could lead to:

- (a) Heart disease
- (b) Lung disease
- (c) Breathing problem
- (d) Cancer

▼ [Answer](#)

Answer: (d) Cancer

Cigarette-smoking causes cancer.

Question 26.

The consumer movement arose out of dissatisfaction of the consumers as:

- (a) The sellers were not cooperating with the consumers
- (b) Many fair practices were being indulged in by the sellers
- (c) Many unfair practices were being indulged in by the sellers
- (d) None of the above

▼ [Answer](#)

Answer: (c) Many unfair practices were being indulged in by the sellers

Consumer movement was started because many unfair practices were being indulged in by the sellers.

Question 27.

It was presumed that it was the responsibility of the:

- (a) Sellers to be careful while selling a commodity
- (b) Manufacturer to produce goods of good quality
- (c) Consumers to be careful while buying a commodity or service
- (d) None of the above

▼ [Answer](#)

Answer: (c) Consumers to be careful while buying a commodity or service

Consumers should always be careful while buying a commodity or service.

Question 28.

It took many years for organizations in India:

- (a) To create a pollution free environment
- (b) To create awareness about shopkeepers

- (c) To create awareness about pollutants.
- (d) To create awareness amongst people

▼ Answer

Answer: (d) To create awareness amongst people

It took many years for organisations in India to create awareness amongst people.

Question 29.

In India, the consumer movement originated with the necessity of protecting and promoting the interests of consumers against:

- (a) Shopkeepers and manufacturers
- (b) Unethical and unfair trade practices
- (c) Ethical and unfair trade practices
- (d) Ethical and fair trade practices

▼ Answer

Answer: (b) Unethical and unfair trade practices

The main aim of the consumer movement was to protect and promote the interests of the consumer against unethical and unfair trade practices.

Question 30.

The consumer movement developed in an organised form in the:

- (a) 1940s
- (b) 1950s
- (c) 1960s
- (d) 1970s

▼ Answer

Answer: (c) 1960s

It was organised in the 1960s after independence.

Write true (T) or false (F)

1. Consumers participate in the market when they purchase goods and services that they need.

▼ Answer

Answer: True

2. Rules and regulations are not required for protecting the environment.

▼ Answer

Answer: False

3. Money lenders adopt various tricks to bind the borrower.

▼ Answer

Answer: True

4. Rules and regulations are required for the protection of the sellers in the market place.

▼ Answer

Answer: False

5. Individual consumers often find themselves in a strong position.

▼ Answer

Answer: False

6. Exploitation in the market place happens in various ways.

▼ Answer

Answer: True

7. Markets do not work in a fair manner when producers are few and powerful whereas consumers purchase in small amounts and are scattered.

▼ Answer

Answer: True

8. At times false informations is passed on through the media, to attract consumers.

▼ Answer

Answer: True

9. There is a need for rules and regulations to ensure protection for manufacturers.

▼ Answer

Answer: False

10. In the past, there was no legal system available to consumers to protect them from exploitation in the market place.

▼ Answer

Answer: True

11. It took some years for organisations, in India to create awareness amongst people.

▼ Answer

Answer: False

12. Till the 1970s, consumer organisations were largely engaged in writing articles and holding exhibitions.

▼ Answer

Answer: True

13. More recently, India witnessed an upsurge in the number of consumer groups.

▼ Answer

Answer: True

14. In 1965 United Nations adopted the UN guidelines for Consumer Protection.

▼ Answer

Answer: False

15. The Consumer Protection Act was enacted in 1987.

▼ Answer

Answer: False

16. Consumers can complain and ask for compensation or replacement if the product proves to be defective in any manner.

▼ Answer

Answer: True

17. If people sell medicines that have expired no action can be taken against them.

▼ Answer

Answer: False

18. One can protest and complain if some-one sells a good at more than the printed price on the packet.

▼ Answer

Answer: True

19. MRP refers to minimum retail price.

▼ Answer

Answer: False

20. RTI ensures its citizens all the information about the functions of government departments.

▼ Answer

Answer: True

21. Any consumer who receives a service has the right to choose whether to continue to receive the service.

▼ Answer

Answer: True

22. Consumers do not have the right to seek redressal against unfair trade practices and exploitation.

▼ Answer

Answer: False

23. If any damage is done to a consumer, he/she has the right to get compensation depending on the degree of damage.

▼ Answer

Answer: True

24. The consumer movement in India has led to the formation of consumer forums.

▼ Answer

Answer: True

25. Consumer protection councils do not guide consumers how to file cases in the consumer court.

▼ Answer

Answer: False

26. Now-a-days if you want a gas connection, you have to buy a gas stove with the gas cylinder.

▼ Answer

Answer: False

27. The district level court deals with the cases involving claims upto Rs. 20 lakhs.

▼ Answer

Answer: True

28. The consumers do not have the right to represent in the consumer courts.

▼ Answer

Answer: False

29. Logos and certification help consumers get assurance of quality while purchasing the goods and services.

▼ Answer

Answer: True

30. Consumer redressal process is becoming cumbersome, expensive and time consuming.

▼ Answer

Answer: True

Match the following

1.

Column-I	Column-II	Column-III
1. Rules and regulations are required	(a) started in	(A) consumers
2. In India, consumer movement	(b) in the number of	(B) consumer groups
3. Recently, India witnessed an upsurge	(c) enacted in	(C) in 1985
4. Consumer Protection Act was	(d) consumer protection	(D) the 1960s
5. UN adopted the UN Guidelines for	(e) for protection of	(E) 1986

▼ Answer

Answer:

Column-I	Column-II	Column-III
1. Rules and regulations are required	(e) for protection of	(A) consumers
2. In India, consumer movement	(a) started in	(D) the 1960s
3. Recently, India witnessed an upsurge	(b) in the number of	(B) consumer groups
4. Consumer Protection Act was	(c) enacted in	(E) 1986
5. UN adopted the UN Guidelines for	(d) consumer protection	(C) in 1985

2.

Column-A	Column-B
1. Right to Information	(a) To get compensation on the degree of damage
2. Right to seek redressal	(b) Can go to the consumer courts
3. Right to choose	(c) related to household complaints
4. Right to represent	(d) to continue the service or not
5. RWAs	(e) wanting details of ingredients of a food product

▼ Answer

Answer:

Column-A	Column-B
1. Right to Information	(e) wanting details of ingredients of a food product
2. Right to seek	(a) To get compensation on the degree of

redressal	damage
3. Right to choose	(d) to continue the service or not
4. Right to represent	(b) Can go to the consumer courts
5. RWAs	(c) related to household complaints

Fill in the blanks

1. participate in the market place when they purchase goods and services that they need.

▼ Answer

Answer Consumers

2. Whenever there is a complaint regarding a good or service that had been brought, the seller tries to shift all the responsibility on to the

▼ Answer

Answer: buyer

3. At times information is passed on through the media, to attract consumers.

▼ Answer

Answer: false

4. The consumer movement arose out of dissatisfaction of the consumers as many practices were being indulged in by the sellers.

▼ Answer

Answer: unfair

5. It took many years for organisations in India, to create amongst people.

▼ Answer

Answer: awareness

6. Till the consumer organisations were largely engaged in writing articles and holding exhibitions.

▼ Answer

Answer: 1970s

7. More recently, India witnessed an in the number of consumer groups.

▼ Answer

Answer: upsurge

8. Today, consumer International has become an umbrella body of organisations from over 100 countries.

▼ Answer

Answer: 240

9. We often see bad quality of goods in the market place because the of these rules in weak and the consumer movement is also not strong enough.

▼ Answer

Answer: supervision

10. Consumers have the right to be about the particulars of goods and services that they purchase.

▼ Answer

Answer: informed

11. Consumers can complain and ask for or replacement if the product proves to be defective in any manner.

▼ Answer

Answer: compensation

12. The consumer has the right to whether to continue any service or not.

▼ Answer

Answer: choose

13. Consumers have the right to seek against unfair trade practices and exploitation.

▼ Answer

Answer: redressal

14. The consumer movement in India has led to the formation of various organisations called consumer

▼ Answer

Answer: forums

15. COPRA has enabled us as consumers to have the right to in the consumer courts.

▼ Answer

Answer: represent.
