Consumer Protection

Qι	estion	1.

Who can file a complaint under the Consumer Protection Act, 1986?

- (a) A legal her of a deceased consumer
- (b) Any registered consumers association
- (c) Any consumer
- (d) All of the above

▼ Answer

Answer: (d) All of the above

Question 2.

The consumer has a right to get relief in case of defective goods or deficient services as per the_____

- (a) Right to be informed
- (b) Right to choose
- (c) Right to be heard
- (d) Right to seek redressal

▼ Answer

Answer: (d) Right to seek redressal

Question 3.

_____ means any person who buys any goods for personal use or hires or avails of any services for a consideration.

- (a) Consumer
- (b) Manufacturer
- (c) Trader
- (d) Service Provider

▼ Answer

Answer: (a) Consumer

Question 4.

A complaint can be filed against _____ who adopt(s) unfair trade practices.

- (a) Trader only
- (b) Manufacturer only
- (c) Trader and Manufacturer
- (d) Consumer

▼ Answer

Answer: (c) Trader and Manufacturer

Question 5.

Consumers should use ISI marked electrical appliance is an example of

- (a) Right to be informed
- (b) Right to safety
- (c) Right to choose
- (d) Right to be heard

▼ Answer

Answer: (b) Right to safety

Ouestion 6.

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

▼ Answer

Answer: (a) National Commission

Question 7.

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

▼ Answer

Answer: (c) 30 days

Question 8.

A consumer has a right to file a complaint and to be heard in case of dissatisfaction with goods or services according to the

- (a) Right to Seek redressal
- (b) Right to choose
- (c) Right to be heard
- (d) None of the above

▼ Answer

Answer: (c) Right to be heard

Question 9.

_____ is set up by the Central Government

- (a) State commissions
- (b) District forum
- (c) National commission
- (d) None of the above

▼ Answer

Answer: (c) National commission

Ouestion 10.

_A standardised mark is printed on jewellery.

- (a) Agmark
- (b) ISO 2009
- (c) ISI
- (d) Hallmark

▼ Answer

Answer: (d) Hallmark

Ouestion 11.

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 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.

▼ Answer

Answer: (a) It consists of a President and at least five other members, one of whom should be a woman.

Question 12.

mark is used for electrical products.

- (a) ISI
- (b) FPO
- (c) ISO
- (d) Agmark

▼ Answer

Answer: (a) ISI

Question 13. are set up in each district by the State Government concerned. (a) District Forums (b) National Commission (c) State Commission (d) None of the above ▼ Answer Answer: (a) District Forums Ouestion 14. The state commissions are set up in each state by ____ (a) Supreme court (b) High court (c) Central Government (d) State Government **▼** Answer Answer: (d) State Government Ouestion 15. Consumers can ask anything regarding date of manufacture, price, quantity etc., is an example of (a) Right to be informed (b) Right to choose (c) Right to safety (d) Right to be heard **▼** Answer Answer: (a) Right to be informed Question 16. A District Forum has jurisdiction to entertain a consumer complaint involving product value: (a) Up to ₹ 20 lakh (b) Up to ₹ 10 lakh (c) Between ₹ 20 lakh and ₹ 1 crore (d) Above ₹ 1 crore ▼ Answer

Answer: (a) Up to ₹ 20 lakh

Question 17.

Which one of the following is not a consumer right?

- (a) Right to safety(b) Right to seek redressal(c) Right to get discount
- **▼** Answer

Answer: (c) Right to get discount

Question 18.
NGOs are
(a) Government organisations
(b) Non-profit organisations
(c) Profit making organisations
(d) Service providing organisations

▼ Answer

Answer: (b) Non-profit organisations

Question 19.

Rights of a consumer are protected under ______

- (a) Consumer Protection Act, 1982
- (b) Consumer Protection Act, 1986
- (c) Consumer Protection Act, 1988
- (d) Consumer Protection Act, 1984

▼ Answer

Answer: (b) Consumer Protection Act, 1986

Question 20.

Rights of a consumer are protected under _____

- (a) Consumer Protection Act, 1984
- (b) Consumer Protection Act, 1986
- (c) Consumer Protection Act, 1988
- (d) Consumer Protection Act, 1982

▼ Answer

Answer: (b) Consumer Protection Act, 1986