

Heading Based Test

Chapter 12

Q1. Fill in the blanks.

1. District Consumer Dispute Redressal Forum, are briefly referred to as the ‘ _____ ’
2. State Consumer Disputes Redressal Commission, are briefly referred to as the ‘ _____ ’
3. The National Consumer Disputes Redressal Commission are briefly referred to as the ‘ _____ ’
4. A _____ is said to be a king in a free market economy.
5. The earlier approach of *caveat emptor*, which means “ _____ ”, has now been changed to *caveat editor* (“ _____ ”).
6. _____ is person who uses or consumes goods or avails of any service.
7. A _____ is a person who buys any goods/ service, for a consideration, which has been paid or promised, or partly paid and partly promised, or under any scheme of deferred payment. It includes any user of such goods/ beneficiary of services, when such use is made with the approval of the buyer,
8. Consumer does not include a person who obtains goods/services for _____ or any _____
9. Consumer Protection includes _____ consumers about their rights and responsibilities.

Q2. Identify The point of Importance of Consumer Protection

From Consumers’ point of view

- (a) _____: In the light of widespread ignorance of consumers it becomes necessary to educate them about consumer awareness.
- (b) _____: Consumers need to be organized in the form of consumer organizations which would take care of their interests.
- (c) _____: Consumers might be exploited by unscrupulous, exploitative and unfair trade practices like defective and unsafe products, adulteration, false and misleading advertising, hoarding, black marketing etc.

From the point of view of Business

- (a) _____: Satisfied customers not only lead to repeat sales but also provide good feedback to prospective customers and thus, help in increasing the customer-base of business.
- (b) _____: business firms should aim at long term profit maximization through customer satisfaction.
- (c) _____: Business has a responsibility to supply such products and render such services which are in public interest and would not impair public confidence in them.
- (d) _____: A business has responsibilities towards various interest groups.
- (e) _____: consumers Form an important group among the many stakeholders of business and like other stakeholders, their interest has to be well taken care of.
- (f) _____: It is the moral duty of any business to take care of consumer's interest and avoid any form of their exploitation.
- (g) _____: business must avoid unscrupulous, exploitative and unfair trade practices like defective and unsafe products, adulteration, false and misleading advertising, hoarding, and black marketing etc.
- (h) _____: Business engaging in any form of exploitative trade practices would invite government intervention or action. This can impair and tarnish the image of the company.
- (i) _____: the government of India has enacted several regulations designed to provide adequate protection to consumers.

Q3. Identify the relevant acts of The Indian legal framework which provide protection to consumers.

1. _____: seeks to protect and promote the interests of consumers. The Act provides safeguards to consumers against defective goods, deficient services, unfair trade practices, and other forms of their exploitation.
2. _____: The Act provides for the setting up of three-tier machinery, consisting of District Forums, State Commissions and the National Commission. It also provides for the formation of consumer protection councils in every District and State, and at the apex level.
3. _____: The Act provides some safeguards and reliefs to the buyers of the goods in case the goods purchased do not comply with express or implied conditions or warranties.
4. _____: The Act aims at controlling production, supply and distribution of essential commodities, checking inflationary trend in their prices and ensuring equal distribution of essential commodities.

5. _____: The Act prescribes grade standards for agricultural commodities and livestock products. The Act stipulates the conditions which govern the use of standards and lays down the procedure for grading, marking and packing of agricultural produce.
6. _____: The Act aims to check adulteration of food articles and ensure their purity so as to maintain public health.
7. _____: The provisions of this Act are applicable in case of those goods which are sold or distributed by weight, measure or number. It provides protection to consumers against the malpractice of underweight or under-measure.
8. _____: This Act has repealed and replaced the Trade and Merchandise Marks Act, 1958.
9. _____: This Act has repealed and replaced the Monopolies and Restrictive Trade Practices Act, 1969.
10. _____: The Bureau of Indian Standards has been set up under the Act. The Bureau has two major activities: formulation of quality standards for goods and their certification through the BIS certification scheme.
11. _____: all relevant information is required to be made available to all citizens of the country
12. _____: The Act lays down the conditions in which the promises made by parties to a contract will be binding on each other. The Act also specifies the remedies available to parties in case of breach of contract.
13. _____: The Act also provides for action against anti-social activities of profiteers, hoarders and black-marketers.
14. _____: The quality mark provided under the ACTI's known as AGMARK, an acronym for Agricultural Marketing.
15. _____: Manufacturers are permitted to use the ISI mark on their products only after ensuring that the goods conform to the prescribed quality standards. The Bureau has also setup a grievance cell where consumers can make a complaint
16. _____: The Act provides protection to the consumers in case of practices adopted by business firms which hamper competition in the market.
17. _____: The Act prevents the use of fraudulent marks on products and thus, provides protection to the consumers against such products.
18. _____: provides for six consumer rights and helps consumers in getting their grievances redressed for any shortcoming in the goods purchased or services availed.

Q4. Identify the Consumer Rights from the following statements.

1. _____: The consumer has a right to be protected against goods and services which are hazardous to life and health.
2. _____: The consumer has a right to have complete information about the product he intends to buy including its ingredients, date of manufacture, price, quantity, directions for use, etc.
3. _____: The consumer has the freedom to choose from variety of products at competitive prices.
4. _____: The consumer has a right to file a complaint and to be heard in case of dissatisfaction with a good or a service.
5. _____: The consumer has a right to get relief in case the product or service falls short of his expectations.
6. _____: The consumer has a right to acquire knowledge and to be a well-informed consumer throughout life. He should be aware about his rights and the reliefs available to him in case of product or service falling short of his expectations.
7. _____: electrical appliances which are manufactured with substandard products or do not conform to the safety norms might cause serious injury. Thus, consumers are educated that they should use electrical appliances meeting quality specifications.
8. _____: The Consumer Protection Act provides a number of reliefs to the consumers including replacement of the product, removal of defect in the product, compensation paid for any loss or injury suffered by the consumer, etc.
9. _____: It is because of this reason that many enlightened business firms have set up their own consumer service and grievance cells. Many consumer organizations are also working towards this direction and helping consumers in redressal of their grievances.
10. _____: This implies that the marketers should offer a wide variety of products in terms of quality, brand, prices, size, etc. And allow the consumer to make a choice from amongst these.
11. _____: It is because of this reason that the legal framework in India requires the manufacturers to provide such information on the package and label of the product.

Q5. A consumer should keep in mind the following responsibilities while purchasing, using and consuming goods and services.

1. Be _____ about various goods and services available in the market so that an intelligent and wise choice can be made.
2. Buy only _____ goods as they provide quality assurance. Thus, look for _____ mark on electrical goods, FPO mark on food products, _____ on jewelry etc.
3. Learn about the _____ associated with products and services, follow manufacturer's instructions and use the products safely.
4. Read _____ carefully so as to have information about prices, net weight, manufacturing and expiry dates, etc.
5. Assert yourself to ensure that you get a _____
6. Be _____ in your dealings. Choose only from legal goods and services and discourage unscrupulous practices like black-marketing, hoarding etc.
7. Ask for a _____ on purchase of goods or services. This would serve as a proof of the purchase made.
8. File a _____ in an appropriate consumer forum in case of shortcoming in the quality of goods purchased or services availed. Do not fail to take an action even when the amount involved is small.
9. Form _____ which would play an active part in educating consumers and safeguarding their interests.
10. Respect the _____ avoid waste, littering and contributing to pollution.

Q6. Identify the various ways in which the objective of consumer protection can be achieved.

1. _____: Enlightened business firms realise that it is in their long-term interest to serve the customers well. Socially responsible firms follow ethical standards and practices in dealing with their customers.
2. _____: The associations of trade, commerce and business like Federation of Indian Chambers of Commerce of India (FICCI) and Confederation of Indian Industries (CII) have laid down their code of conduct which lay down for their members the guidelines in their dealings with the customers.
3. _____: Consumer, who is well-informed about his rights and the reliefs available to him, would be in a position to raise his voice against any unfair trade practices or unscrupulous exploitation.

4. _____: play an important role in educating consumers about their rights and providing protection to them. These organizations can force business firms to avoid malpractices and exploitation of consumers.
5. _____: The government can protect the interests of the consumers by enacting various measures.
6. _____: the GOI has set up a toll-free national consumer Helpline Number 1800114000 (9:30 am – 5:30 pm) for this purpose.
7. _____: The legal framework in India encompasses various legislations which provide protection to consumers. The Consumer Protection Act, 1986. The Act provides for three-tier machinery at the district, state and national levels for redressal of consumer grievances.
8. _____: Many firms have set up their customer service and grievance cells to redress the problems and grievances of their consumers.
9. _____: an understanding of his responsibilities would also enable a consumer to safeguard his interests. The Department of Consumer Affairs, GOI, has been undertaking the campaign, *Jago Grahak Jago* through multimedia awareness.

Q7. Who can file a complaint?

1. any _____ can file a complaint on his/her own and does not need the services of advocate/professionals;
2. Any _____'s association;
3. The _____ Government
4. One or more _____, on behalf of numerous consumers having the same interest; and
5. A _____ or representative of deceased consumer.

Q8. Identify the three tier machinery under the Consumer Protection Act.

1. In case the aggrieved party is not satisfied with the order of the State Commission, he can appeal before the National Commission within 30 days of the passing of the order.
2. The Commission has territorial jurisdiction over the whole country, except the state of Jammu and Kashmir.
3. There are 644 such commissions in India.
4. This Forum consists of a President and two other members, one of whom should be a woman. They all are appointed by the State Government concerned.
5. Each Commission consists of a President and not less than two other members, one of whom should be a woman. They are appointed by the State Government concerned.

6. A complaint can to be made to the Commission when the value of the goods or services in question, along with the compensation claimed, exceeds Rest. 20 lakhs but does not exceed Rest. 1 crore.
7. A complaint can to be made to this Forum when the value of the goods or services in question, along with the compensation claimed, does not exceed Rest. 20 lakhs.
8. In case the aggrieved party is not satisfied with the order of the this Forum, he can appeal before the State Commission within 30days of the passing of the order.
9. There is 365 such Commission of India.
10. The appeals against the orders of a District Forum can also be filed before this Commission.
11. The Commission consists of a President and at least four other members, one of whom should be a woman. They are appointed by the Central Government.
12. A complaint can to be made to the Commission when the value of the goods or services in question, along with the compensation claimed, exceeds Rest. 1 crore.
13. The appeals against the orders of a State Commission can also be filed before them
14. An order passed by the Commission in a matter of its original jurisdiction is appealable before the Supreme Court.

Q9. Fill in the blanks using the Relief available to consumer court is satisfied about the genuineness of the complaint.

1. To _____ the defect in goods or deficiency in service.
2. To _____ the defective product with a new one, free from any defect.
3. To _____ the price paid for the product, or the charges paid forth service.
4. To pay a _____ amount of compensation for any loss or injury suffered by the consumer due to the negligence of the opposite party.
5. To pay _____ damages inappropriate circumstances.
6. To _____ the unfair/restrictive trade practice and motto repeat it in the future.
7. Not to offer _____ goods forsake.
8. To _____ the hazardous goods from sale.
9. To _____ manufacture of hazardous goods and to desist from offering hazardous services.

10. To pay any amount (not less than 5% of the value of the defective goods or deficient services provided), to be credited to the _____ or any other organization/person, to be reutilized in the prescribed manner.
11. To issue _____ advertisement to neutralize the effect of misleading advertisement.
12. To pay adequate _____ to the appropriate party.

Q10. Identify the functions of Consumer Organizations and NGO's for the protection and promotion of interest of consumers.

1. Educating the general public about consumer rights by organizing _____, _____ & _____.
2. _____ & _____ to impart knowledge about consumer problems, legal reporting, reliefs available and other matters of interest
3. Carrying out _____ of consumer products in accredited laboratories to test relative qualities of competing brands and publishing the test results for the benefit of consumers.
4. Encouraging consumers to strongly protest and take inaction against _____, _____ & _____ practices of sellers.
5. Providing _____ to consumers by way of providing aid, legal advice etc. In seeking legal remedy.
6. Filing _____ in appropriate consumer courts on behalf of the consumers.
7. Taking an initiative in _____ in consumer courts in the interest of the general public, not for any individual.