

## EXERCISE

### A. Very Short Answer Type Questions

- Q.1** Name any two agencies which have been setup by the government to standardise the product.
- Q.2** What are consumer courts ?
- Q.3** Why was the 'Consumer Protection Act, 1986' enacted ?
- Q.4** Name the consumer courts at the district, state and national level ?
- Q.5** How do the producers and consumers participate in the market ?
- Q.6** Mention the factors which gave birth to the consumer movement in India ?
- Q.7** Name an Act which enacted to protect the consumers.
- Q.8** Why do we still find bad quality products in the market ?
- Q.9** What is Right to Information Act ?
- Q.10** When is the National Consumer's Day celebrated in India ?
- Q.11** What is the need for consumer awareness ?
- Q.12** What is consumer exploitation ?
- Q.13** How does the Government of India protect the interest of the consumer by standardisation of products ?
- Q.14** What do you understand by Adulteration ?
- Q.15** Define the consumer ?

### B. Short Answer Type Questions

- Q.1** Discuss the salient features of Consumer Protection Act 1986.
- Q.2** What are duties of a consumer ?
- Q.3** Explain the measures to protect the right of consumer.
- Q.4** What are the various ways in which a consumer can be exploited ?
- Q.5** Write a note on consumer movement in India.

- Q.6** What are consumer forums ? What is their importance ?
- Q.7** Explain the 'Right to Safety' as a consumer right ?
- Q.8** What is the standardisation of the product ?
- Q.9** Explain the 'Right to choose' as a consumer's right ?
- Q.10** Explain the 'Right seek Redressal' as a consumer right.

### C. Long Answer Type Questions

- Q.1** What is consumer exploitation ? What are the various ways in which a consumer can be exploited ?
- Q.2** Why is there need for rules and regulations to save the consumers ?
- Q.3** What factors gave birth to the consumer movement in India ? Trace its evolution.
- Q.4** What are the duties and rights of the consumers ?
- Q.5** What is standardisation ? Name any two agencies responsible for the standardisation of products in India ?

### D. Multiple Choice Questions

- Q.1** Name an Act which enacted to protect the consumers -  
(A) High price act  
(B) Codex commission  
(C) Consumer protection Act 1986  
(D) None of these
- Q.2** When is the National Consumer Day celebrated ?  
(A) 24 Dec (B) 24 Nov  
(C) 23 Oct (D) 20 Dec
- Q.3** Your friend has been sold a medicine that has crossed the expiry date. Identify the right -

- (A) Right to safety  
(B) Right to seek Redressal  
(C) Right to chose  
(D) None of these
- Q.4** Name the court to which a consumer has a claim of 40 lakh -  
(A) District court (B) State court  
(C) National court (D) All of the above
- Q.5** Which organisation sets international food standards -  
(A) AGMARK  
(B) BIS  
(C) Codex Alimentarius Commission  
(D) None of these
- Q.6** Which organisation sets standards of products at the international level -  
(A) BIS (B) ISO  
(C) AGMARK (D) FAO
- Q.7** Name the global level institution of consumer welfare organisation -  
(A) Codex  
(B) Consumer International  
(C) Both  
(D) None of these
- Q.8** Agency that develop standards for goods and services -  
(A) BIS (B) AGMARK  
(C) ISO (D) WHO
- Q.9** Certification of edible oil and cereals related to -  
(A) FAO (B) WHO  
(C) ISO (D) AGMARK
- Q.10** Name the court to which a consumer has claim of more than 1 crore -  
(A) National level (B) State level  
(C) District level (D) None of these
- Q.11** What is COPRA ?:  
(A) Consumer Presentation Act  
(B) Consumer Protection Act  
(C) Consumer Protection Activities  
(D) None of the above
- Q.12** The consumer Movement in an organized form started in –  
(A) 1950s (B) 1960s  
(C) 1970s (D) 1980s
- Q.13** What is RTI ?  
(A) Right to Information  
(B) Right to be Informed  
(C) Right to be Investigated  
(D) Right to Investigate
- Q.14** What is MRP ?  
(A) Maximum Retail Price  
(B) Minimum Retail Price  
(C) Marginal Retail Price  
(D) Marginal Retail Product

## ANSWER KEY

<b>Q.No</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>8</b>	<b>9</b>	<b>10</b>	<b>11</b>	<b>12</b>	<b>13</b>	<b>14</b>
<b>Ans.</b>	C	A	A	B	C	A	B	A	D	C	B	B	A	A