

CHAPTER-33

CONSUMER EDUCATION AND PROTECTION

One mark Questions

1. Which was the first country that started Consumer movement?

United States of America

2. Who gave the American Consumers four basic rights?

The President John. F. Kennedy

3. Who is called a provider?

The person who supplies goods or services is called provider

4. Who is called a Consumer?

The person who buys goods or services or avails services for a consideration called price or wages

5. What is Teleshopping?

Teleshopping means consumer can directly buy the goods from the traders

6. March 15, 1962 an important day in the history of Consumer movement, why?

In the history of 'World Consumers' movement march 15, 1962 is important because on that day the President John. F. Kennedy gave the American Consumers four basic rights

7. Who is the President of National Consumer Forum?

Judge of the Supreme Court is the President of National Consumer Forum

8. Where should Consumers approach if complaints are less than 20 lakhs?

The Consumers approach the district forum, if the value of goods and services are less than 20 lakhs

9. When did Consumers protection act come into India?

The Consumers protection act came into India in the year 1986

10. When do we celebrate World Consumer Day?

World Consumer Day is celebrated on March 15th

Two marks Questions

11.What are the problems faced by Consumers?

- Cheated by the middle man
- Price fixation done by middleman
- Consumers faces losses
- Exploited by traders in the motive of making profits

12.What is the main objective of the Consumer protection act of 1986?

- The act accords importance for safety and quality
- Avoid production and sale of dangerous goods
- Prevention of trade malpractice
- Supervision on quality, weight etc.
- Providing compensation to Consumers
- Creates awareness to the Consumers

13.Mention the rights of the Consumers?

- Right to information
- Right to choose
- Right to be heard
- Right to Consumer education
- Right to stop exploitation
- Right to seek redressal against the unfair trade practice

14.What are the basic rights given by John. F. Kennedy?

- The right to safety
- The right to choose
- The right to information
- The right to be heard

15.What are the methods to follow to file a complaint in Consumer Court?

- There is no prescribed proforma to file a case
- The complaint may be typed one or hand written
- The complaint should include the name of a person (Complainant) full address and telephone number
- The person or organization against whom the complaint is made should be, mentioned clearly with address