

## PRACTICE QUESTIONS

### MCQ

- Q1.** Which of the following points highlight the importance of consumer protection from consumer's point of view?  
 (a) Consumer ignorance  
 (b) Unorganised consumer  
 (c) Widespread exploitation of consumer  
 (d) All of the above
- Q2.** When the value of goods and services, alongwith compensation claimed is more than ₹10 crore, then the complaint can be filed in .....  
 (a) State Commission  
 (b) National Commission  
 (c) District Commission  
 (d) None of the above
- Q3.** In ..... means right to know the MRP, expiry date, weightage and quantity of the product.  
 (a) Right to be heard  
 (b) Right to be informed  
 (c) Right to consumer education  
 (d) Right to be assured
- Q4.** 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. Identify the right of consumer.  
 (a) Right to be informed  
 (b) Right to be heard  
 (c) Right to seek redressal  
 (d) Right to consumer education
- Q5.** 'Jago Grahak Jago' is the publicity campaign undertaken by government in eleventh five year plan to  
 (a) promote the demand  
 (b) protect the seller  
 (c) protect the interest of consumers  
 (d) promote the development of India
- Q6.** Which relief is available to consumer among the following?  
 (a) Remove the defect in goods or deficiency in service  
 (b) Refund the amount paid by the complainant  
 (c) To pay compensation if the consumer has suffered any loss  
 (d) All of the above
- Q7.** To publish a magazine under the title 'Upbhokta Jagran' is an example of which right of consumer?  
 (a) Right to be informed  
 (b) Right to safety  
 (c) Right to be heard  
 (d) Right to consumer education
- Q8.** Shweta wants to buy a gold ring. As an aware consumer, how can she be sure about the quality of gold ring she is going to buy?  
 (a) She should check hallmark on the jewellery  
 (b) She should check agro mark on the jewellery  
 (c) She should check FPO mark on the jewellery  
 (d) She can ask from another jewellery
- Q9.** Mr. Saumya purchased a watch from a Titan Gallery. As a proof of purchase, what she should ask for?  
 (a) Invoice  
 (b) Cash memo  
 (c) Warranty card  
 (d) None of these
- Q10.** Who among the following can be President of the National Consumer Dispute Redressal Commission?  
 (a) Judge of a High Court  
 (b) Judge of a Supreme Court  
 (c) Lawyer of a High Court  
 (d) Lawyer of a Supreme Court
- Q11.** A complaint can be filed against a seller, manufacturer or a dealer of goods whose goods are ..... in any manner.  
 (a) perfect  
 (b) flawless  
 (c) defective  
 (d) None of these
- Q12.** Which of the following is the relief available to a consumer under the Consumer Protection Act, 2019?  
 (a) To remove the defect in goods or deficiency in services  
 (b) To replace the defective good with a new one, free from any defect  
 (c) To refund the price paid for the product or the charges paid for the service  
 (d) All of the above
- Q13.** Raghu purchased a truck worth ₹35 lakhs. The truck had some inbuilt problems and after some days stopped starting. Since it was in the guarantee period, it was shown to the company. The people in the company refused to attend his complaints. It was heart breaking for him so he decided to file a complaint in the District Commission. The District Commission on hearing the pleas from both the parties gave decision in favour of the truck company. It was shockingly bad news for Raghu. At what level of authority, should Raghu file a complaint now?  
 (a) Supreme Court  
 (b) State Commission  
 (c) District Commission  
 (d) National Commission
- Q14.** Sumit filed a case against Domestic Cooling Ltd. in the District Commission but he was not satisfied with the order of the 'District Commission'. Where he can appeal further against the decision of 'District Commission'?  
 (a) State Commission  
 (b) National Commission  
 (c) Consumer Committee  
 (d) None of the above
- Q15.** Coka Which of the following is a reason why a businessman should lay emphasise on the protection of consumers and their interests?  
 (a) For long-term profit maximisation  
 (b) For fulfilling social responsibility  
 (c) To avoid government intervention  
 (d) All of the above

- Q16.** To avail the benefit of Consumer Protection Act, the consumer  
(a) must insist on cash memo  
(b) no necessity for cash memo  
(c) need a certificate of consumer  
(d) None of the above

**Questions 17–18 contain two statements-- Assertion (A) and Reason (R). Each question has FOUR choices (a), (b), (c), (d), only one of which is correct.**

**In the light of these statements, choose the most appropriate option:**

- (a) (A) is incorrect but (R) is correct.  
(b) (A) is correct but (R) is incorrect.  
(c) Both (A) and (R) are correct and (R) is the correct explanation of (A)  
(d) Both (A) and (R) are correct but (R) is not the correct explanation of (A).

- Q17. Assertion (A):** It is the responsibility of the consumer to buy only standardized goods as they provide quality assurance.

**Reason (R):** The consumer have certain responsibilities to follow and should keep a few things in mind while purchasing goods and services.

- Q18. Assertion (A):** The Consumer Protection Act, 2019 has not defined the criteria of Consumer Disputes Redressal Commission.

**Reason (R):** Under the Consumer Protection Act, 2019 the National CDRC will hear complaints worth more than 10 crores.

- Q19.** Raman bought a room heater of a reputed brand of ₹1,500, but it caused an electric shock while it was being used. Raman wants to exercise his 'right'. Identify the 'right' under which he can be protected?

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

- Q20.** Sellers often adopt unfair trade practices to increase the sales of their products. Give few examples of such practices adopted by seller.

- (a) Misleading advertisements  
(b) Fake price stickers on products  
(c) Supply of cheap quality product  
(d) All of the above

### SUBJECTIVE QUESTIONS

- Q1.** Which consumer right gives the business firm freedom to set up their own consumer services and grievance cell.
- Q2.** Sandeep purchased a Diesel Car for ₹7 lakhs from an Automobile Co. and found that engine is defective. Despite many complaints the defect was not rectified. Suggest him the appropriate authority where he can file the complaint under Consumer Protection Act.
- Q3.** "Bheem, who was a vegetarian went to a snack bar for having French fries and later found out that it had non vegetarian content. Neither the advertisement nor the

packing of the product displaced that the product has non vegetarian content. Will Bheem be able to claim compensation, which right of the consumer is violated?"

- Q4.** Rajender, a consumer purchased medicines without noticing the date of expiry. He also did not obtain the cash memo. Do you think he will be able to protect himself by the loss caused due to expired medicine? Give reasons to support your answer.

- Q5.** Virat purchased a car for ₹15 lakhs from an automobile company and found that its airbags were defective. After many complaints with the company that went unheard, he filed a case in the District Forum. He was not satisfied with the orders of the District Forum. He then appealed before the State Commission and on being dissatisfied with the orders of State Commission, he appealed before the National Commission. Virat was not satisfied with the orders of National Commission.

Suggest him the highest authority where he could appeal against the decision of the National Commission.

- Q6.** State any two reliefs that the Consumer court can grant to consumers in case of genuine complaints in each of the following situations:

- (i) Divya was charged more than the printed maximum retail price (MRP) for a bottle of water.  
(ii) Clara was sold a car with a defective engine.  
(iii) Antony suffered injury while using newly bought defective electric heater.

- Q7.** Sonu purchased a medicine from 'Naresh Medical Stores' for his wife who had stomach pain. But even after giving the medicine, wife's condition did not improve and she had to be admitted to a nearby hospital for treatment. Doctors on examination found that the medicines given to Sonu's wife were spurious. Sonu complained about this to 'Naresh Medical Store'. As a result Naresh Medical Store decided to file a complaint against the manufactures in the consumer court. Can Naresh Medical Store lodge the complaint? Give reason.

- Q8.** Rama, who was a vegetarian, went to a bakery and bought a vanilla cake. On reaching home. She found that it had non-vegetarian content. Neither the advertisement nor the packaging of the product displayed that the product had non-vegetarian content. Will Raman be able to claim compensation? Which right is violated here?

- Q9.** Name the Consumer Court where the complaint will be filed by the consumer.

- Q10.** Suresh purchased a 'BMW' car for ₹ 50,00,000 on instalments. He found that the engine of the car was defective. Despite many complaints to 'BMW Motors', the defect was not rectified. He filed a complaint in district commission but was not satisfied with its order. Where can he appeal and within how many days?

## HOMEWORK QUESTIONS

### MCQ

- Q1.** Raghu had severe pain in his throat, so he called up the doctor and asked for a telephonic advice. The doctor prescribed him a sachet of Throat Reliever Hot Sip. He asked his servant to get a sachet from a local chemist with a cash memo. After consuming the sachet, he started feeling more ill, so he picked up the empty sachet and started reading the label. To his utter dismay, the sachet had already expired last month. Which of the following remedies is not available to him any longer as a consumer?
- To withdraw the hazardous goods from sale.
  - To replace the defective product with a new one.
  - To refund the price paid for the product.
  - To pay a reasonable amount of compensation for any loss suffered by the consumer due to the negligence of the opposite party.
- Q2.** Due to the negligence of the doctors, Karan passed away within a week's time after his surgery of the spine. Which of the following parties can not file a case in this regard?
- The consumer
  - Any registered consumer's association
  - A legal heir or representative of a deceased consumer
  - All of the above
- Q3.** Which of the following activities lie within the scope of consumer protection?
- Educating consumers about their rights and responsibilities
  - Helping consumers in getting their grievances redressed
  - Protecting the interests of consumers
  - All of the above
- Q4.** John started a small stationery shop in the nearby market. In pursuit of earning higher profits in a short term, he overpriced all his products by 20%. Gradually, the consumers understood his pricing strategy and stopped coming to his shop for making any purchase. Identify the related point highlighting the importance of consumer protection from businessmen's point of view.
- Long-term interest of business is assured
  - Business uses society's resources so they need to safeguard consumer's interests.
  - Social responsibility towards consumers as an important interest group.
  - It is the moral obligation of the businessmen to give due consideration to the consumer's interests.
- Q5.** Ram Sharma, the Padma Shri recipient, in a petition filed in 2012 said that she had faced humiliation and loss of reputation, as a transaction using a bank's debit card at a hotel in the Netherlands' Rotterdam failed, though she had a balance of more than 10 times the billed amount in her account. The bank claimed that the incident was a case of "force majeure", which means a natural and unavoidable catastrophe or an act of God, and was beyond its control. A consumer court in Chennai has directed the bank to pay a compensation of lakh to Ram Sharma for "deficiency in service". The bank was also directed to pay her ₹5,000 as expenses. Identify the right of consumers being exercised in the given case.
- Right to safety
  - Right to be heard
  - Right to seek redressal
  - Right to consumer education
- Q6.** When Pooja, inspite of paying the full price of the plot as per the terms and conditions of the allotment letter, was not given the possession of the plot by the builder, she filed a case in the State Commission. Identify the right of consumers being exercised in the given case.
- Right to safety
  - Right to be heard
  - Right to seek redressal
  - Right to consumer education
- Q7.** Lalit bought a bottle of soft drink of a famous beverage company and found a gutka pouch floating inside the bottle. He forwarded a legal notice to the company, accusing it of the deficiency in service that could cause health hazard to the consumer. Identify the right of consumer being violated in the given case.
- Right to safety
  - Right to be heard
  - Right to seek redressal
  - Right to consumer education
- Q8.** Ramesh booked several rooms in a reputed five-star hotel in Goa for his destination wedding. On the day of his wedding, when his friend Ramandeep, after attending the lunch party, returned to his room to take a shower, he had a fall in the bathroom. The bathroom was three stairs down to the bathing area and there was a handle bar to the right. On the second step, Ramandeep slipped badly and fell on his face with a great force, resulting in multiple fractures. He filled a case against the hotel for compensation for the injuries suffered due to faulty designing of its room. Identify the right of consumers being violated in the given case.
- Right to be heard
  - Right to seek redressal
  - Right to consumer education
  - Right to safety
- Q9.** Mayank purchased a house for ₹3 crores from a builder and found it being defective. Despite many complaints, the defect was not rectified. Suggest him the appropriate authority to file his complaint?
- District Forum
  - State Commission
  - National Commission
  - Supreme Court of India

**Q10.** A popular nationalised bank has been fined ₹8 lakh by the country's highest consumer court, National Consumer Disputes Redressal Commission (NCDRC), for not sharing complete insurance policy details with a customer. The bank has been ordered to pay the full amount as compensation to the customer. Identify the right of consumers being violated in the given case.

- (a) Right to be heard                      (b) Right to seek redressal  
(c) Right to information                (d) Right to safety

**Q11.** Shreya, her husband and her two minor daughters were travelling from Mumbai to Delhi, availing a company's flight services in 2018. The airlines had issued boarding passes to all of them. Shreya claimed in her plea that the airlines left all her family at the Mumbai Airport without informing them, despite their being in the airport premises. The family had to stay in a hotel and purchase new tickets the next day. The State Consumer Disputes Redressal Commission (SCDRC), on hearing the plea, asked an airline company to pay ₹50,000 to Shreya and her family. Identify the right of consumers being exercised in the given case.

- (a) Right to safety  
(b) Right to be heard  
(c) Right to seek redressal  
(d) Right to consumer education

**Q12.** Pranav bought an iron of a reputed brand for ₹ 2,000 but it caused an electric shock while it was being used. Pranav wants to exercise his 'Right'. Identify the 'Right' under which he can be protected

- (a) Right to safety  
(b) Right to be heard  
(c) Right to seek redressal  
(d) Right to consumer education

**Q13.** Kunal purchased a medicine but medicine does not have date of manufacturing and date of expiry printed on its package. Identify the right of a consumer being violated.

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

**Q14.** Identify the right of consumers being promoted in the picture.



- (a) Right to safety  
(b) Right to be heard  
(c) Right to seek redressal  
(d) Right to consumer education

**Q15.** Pratham went to shopkeeper to buy hair-dryer. The shopkeeper forced him to buy hair-dryer of a particular brand out of various available brands, irrespective of the willingness of Pratham. Which 'Right' of Pratham, as a consumer has been violated?

- (a) Right to seek redressal  
(b) Right to consumer education  
(c) Right to information  
(d) Right to be choose

**Q16.** Deepanshu went to a shop to purchase shirt. The shopkeeper offered him three colours of shirts. He asked him to show to show a shirt which was on display. Shopkeeper told Deepanshu that he would have to select from the options provided to him. Out of necessity and lack of time Deepanshu purchased a shirt out of one showed by shopkeeper. He paid shopkeeper cash and did not take the cash memo. When he wore shirt at home and was about to leave he found some stains on the shirt. He went to the shop next day and asked for replacement. The shopkeeper bluntly denied that shirt was not purchase from him. Which consumer responsibility was not fulfilled by Deepanshu which led to this situation?

- (a) Quality Conscious  
(b) Exercise the rights  
(c) Beware of false advertisement  
(d) Insist on cash memo

**Q17.** Bright Ltd., a firecracker manufacturing firm had launched some new products on Diwali which attracted many buyers. However product package did not have adequate 'directions for use', because of which many accidents took place. Despite the accidents, the product was not withdrawn from the market by the manufacturers. According to CPA,2019, which consumer right is being violated?

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

**Q18.** Recently, Garima purchased a pack of dog food for her pet. It was nowhere mentioned on the pack that it had to be mixed in lukewarm water in order to ensure easy digestion. Therefore, Garima kept serving the food to her pet by mixing it in cold water. As a result, her pet fell ill and had to be hospitalised. Identify the right of consumers being ignored by the company marketing the pet food.

- (a) Right to consumer education  
(b) Right to information  
(c) Right to choose  
(d) Right to be heard



- Q19.** Ketan bought an air conditioner with two years warranty. The air conditioner started giving problem within 6 months. Ketan approached the seller but the seller did not listen to his grievances. Which right of consumer is violated in the above case?  
 (a) Right to be heard (b) Right to safety  
 (c) Right to be informed  
 (d) None of these
- Q20.** A ready to use eat food manufacturing company uses lead in excess of the prescribed limits in its products. The usage of excess quantity of lead in the products could cause severe health issues to the consumers. Identify the consumer right violated by the company?  
 (a) Right to be heard (b) Right to choose  
 (c) Right to safety (d) Right to be informed
- Q21.** Recently in Mathura a consumer found impurities in a bottle of soft drink which he had bought. He approached the redressal forum. Which right is exercised by consumer?  
 (a) Right to safety  
 (b) Right to be heard  
 (c) Right to choose  
 (d) Right to be informed
- Q22.** In case an aggrieved consumer is not satisfied with the decision of the National Commission, he can make a further appeal in  
 (a) State Commission  
 (b) District Forum  
 (c) Supreme Court of India  
 (d) All of the above
- Q23.** Which of the following statements is not true with regard to the District Forum?  
 (a) It consists of a President and three other members, one of whom should be a woman.  
 (b) The members are appointed by the District Government.  
 (c) A complaint can be made to the appropriate District Forum when the value of the goods or services in question, along with the compensation claimed, does not exceed ₹10 lakhs.  
 (d) All of the above
- Q24.** Which of the following statements is true with regard to the State Commission?  
 (a) It consists of a President and not less than two other members, one of whom should be a woman.  
 (b) The members are appointed by the State Government concerned.  
 (c) A complaint can be made to the appropriate State Commission when the value of the goods or services in question, along with the compensation claimed, exceeds ₹1 crore but does not exceed ₹10 crores.  
 (d) All of the above
- Q25.** 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 ₹10 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.
- Q26.** Which of the following functions are carried out by the consumer organisations?  
 (a) Publishing periodicals to impart knowledge about consumer issues.  
 (b) Providing legal assistance to consumers.  
 (c) Filing complaints in appropriate consumer courts on behalf of the consumers,  
 (d) All of the above
- Q27.** 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
- Q28.** The owner of a restaurant is charging ₹50 for a bottle of a cold drink from a customer whereas the maximum retail price of the bottle of the cold drink is ₹45. One of the consumers (a member of NGO) has objected to this but the owner continues to do this malpractice. Name the right of the consumer which is required to be known by the consumers to have objection for this type of malpractice.  
 (a) Right to be heard  
 (b) Right to safety  
 (c) Right to seek redressal  
 (d) Right to consumer education
- Q29.** Due to stiff competition in mobile market. The TZ Ltd. introduced a new mobile phone which has battery backup of 30 days. In a hurry to introduce the product and get first mover advantage they did not test the battery for full 30 days. After the launch, the mobiles were sold immediately due to its special feature of battery backup but after 15 days the company started receiving the complaint of heated battery and 7 customers were injured due to the battery blast. Name the consumer right violated by the company.  
 (a) Right to safety  
 (b) Right to be heard  
 (c) Right to seek redressal  
 (d) Right to consumer education
- Q30.** Deeksha's father purchased a Refrigerator for ₹20,000 from an authorised dealer of the manufacturer with an oral guarantee of that the refrigerator will be replaced with a new one if any of the parts becomes defective within 1 year from the date of purchase. The compressor of the refrigerator got burnt within 2 months of its purchase. On complaining, the seller refused to replace the refrigerator. Name the redressal agency under the Consumer Protection Act where Deeksha's father can file the complaint.  
 (a) District Forum (b) State Commission  
 (c) National Commission (d) None of these

## SUBJECTIVE QUESTIONS

- Q1.** On securing 95% marks in class XII, Gopal's father gifted him a gold chain. But after 2 months, Gopal noticed that the gold chain was losing the shine. He checked the mark on chain and found that it was not a proper hall mark (BIS). He lodged a complaint in the district forum, which rejected it. Not satisfied by the decision of district forum, he was very much disturbed and after 45 days, he decided to appeal further. Can Gopal appeal against the decision of the district forum? Give reasons in support of your answer. Explain feature of district forum.
- Q2.** On the occasion of 'Dhan Teras' Mr. Pratik went to market for purchasing utensils. He bought pressure cooker from a shop. The shop was over-crowded on the festival, so he did not obtain the cash-memo for the purchase and did not check its certification. Next day, his wife used the cooker, which bursted and his wife suffered injuries.
- (i) Identify and explain the Consumer liabilities which have not been discharged by Mr. Pratik.
- (ii) Mention the values which have been ignored by the seller as well as of Mr. Pratik.
- Q3.** Pinki purchased some household goods from a 'General Store'. On reaching home, she found that one face cream, (₹ 250) had not been billed. She became happy that, she got it without paying for. After checking the expiry date and other details, she started using it. Her face burnt due to the use of cream. Where should Pinki file the complaint for the cream? Justify.
- Q4.** Shreya purchased a hand blender from an electronic store and got the cash memo of ₹1,500 which she paid for the blender. Later, she found that the actual price of the blender was ₹1,200 but the shopkeeper had pasted a sticker of ₹ 1,500 on the original price. Can Shreya recover the extra money that she paid? What other options are available to her against the shopkeeper?
- Q5.** 'Sehaj bought Teak wood furniture for his drawing room from "Akshay Decors" of Kirti Nagar, Delhi for ₹ 4 lakhs. At the time of purchase the firm assured Sehaj about the best quality of the said furniture and gave 2 years warranty stating that if anything goes wrong, the firm shall replace it with a new one or refund the purchase amount. But the dining table and chairs started developing cracks at various places and the polish' became very dull within 30 days of purchase. Sehaj reported the matters to the firm and requested a number of times to replace the furniture. The firm neither paid attention to these requests nor replaced the furniture.
- (i) Identify the consumer rights which have been violated by the furniture manufacturer.
- (ii) Where can Sehaj lodge complaint for this?
- Q6.** To publish a magazine on consumer rights is example of which consumer right?
- Q7.** Who is a consumer?
- Q8.** Who has set up the National Commission?
- Q9.** The owner of a restaurant is charging ₹30 for a bottle of water from customer. Whereas the MRP of the bottle is ₹ 10. One of the consumers objected to it but the owner did not agree and continued with that malpractice.
- (i) What are the possible reasons that other consumers are not agreeing.
- (ii) Which right of consumer can remove this ignorance of consumer?
- Q10.** Heena purchased a book from 'Satish Book Stores'. While reading the book she found that ten pages were missing. She approached the seller of the book and complained about the missing pages. The seller promised that if the publisher was ready to change the book he would change the same. After a week the seller informed Heena that the publisher had refused to change the book. Where can Heena file a complaint against the seller of book.

## SOLUTION FOR PRACTICE QUESTIONS

### SOLUTION FOR MCQ QUESTIONS

- S1. (d)
- S2. (b)
- S3. (b)
- S4. (c)
- S5. (c)
- S6. (d)
- S7. (d)

- S8. (a)
- S9. (b)
- S10. (b)
- S11. (c)
- S12. (d)
- S13. (b)
- S14. (a)

- S15. (d)
- S16. (a)
- S17. (c)
- S18. (a)
- S19. (a)
- S20. (d)

### SUBJECTIVE QUESTIONS

- S1. Right to be heard.
- S2. District forum
- S3. Bheem will be able to claim the compensation as the seller has violated the right to information according to this right.
- S4. Rajender will not be able to protect himself by the loss caused due to expired medicine because Rajiv did not fulfil his responsibility on following grounds:
  - (i) He did not go through the packing instructions mentioned on the label of the packet.
  - (ii) He did not obtain the cash memo from the seller. Cash memo is a proof of purchase and it is must for filing any complaint.
- S5. Supreme Court.
- S6. (i) Reliefs that the Consumer court can grant to the customers are:
  - (a) To refund the price paid.

(b) To discontinue the unfair/restrictive trade practice and not to repeat the same in future.

(ii) Reliefs that the Consumer court can grant to the customers are:

- (a) To remove the defect in engine.
- (b) To replace the defective engine with a new one, free from any defect.

(iii) Reliefs that the Consumer court can grant to the customers are:

- (a) To remove the defect in electrical heater.
- (b) To replace the defective electrical heater with a new one, free from any defect.

S7. No, Naresh Medical Store is a retailer and retailer is not a consumer. Only consumer can file a complaint.

S8. Yes, Right to Information.

S9. (i) District Forum, (ii) State Commission, (iii) National Commission

S10. State Commission, within 30 days.

## SOLUTION FOR HOMEWORK QUESTION

### SOLUTION FOR MCQ QUESTIONS

S1. (b)	S11. (c)	S21. (b)
S2. (a)	S12. (a)	S22. (c)
S3. (d)	S13. (b)	S23. (d)
S4. (a)	S14. (a)	S24. (d)
S5. (c)	S15. (d)	S25. (a)
S6. (b)	S16. (d)	S26. (d)
S7. (a)	S17. (a)	S27. (c)
S8. (d)	S18. (b)	S28. (a)
S9. (b)	S19. (a)	S29. (a)
S10. (c)	S20. (c)	S30. (a)

### SUBJECTIVE QUESTIONS

- S1. No, as appeal must be filed within 30 days of decision.
- S2. (i) Insist on cash memo  
(ii) Cautious Consumer, concern for quality.
- S3. She can not file as no cash memo.
- S4. Yes.
- S5. (i) Right to be Heard and Right to Seek Redressal.  
(ii) District forum
- S6. Right to consumer education.

- S7. According to consumer protection act, a consumer is:  
(i) One who buys goods or hires services  
(ii) Any use of such goods or service with approval of buyer Anyone who bought the goods for earning livelihood.
- S8. Central Government
- S9. (i) The other consumers may not be aware of their rights.  
(ii) Right to consumer education can help to spread awareness to consumers.
- S10. District forum