

CONSUMER PROTECTION

HOTS

1. Government is actively advertising for 'Jago Grahak Jago'. Which consumer right is highlighted in the given statement?
2. The approach of Caveat Emptor has been changed to Caveat Venditor.' What do the two approaches mean? Why such a radical change has taken place?
3. "If the market has enough qualities and varieties of products at competitive prices, then buyers have an opportunity of wise selection." Identify the consumer right discussed.
4. Which Act of Consumer Protection:
 - a. Provides for the formation of 'Consumer Protection Councils' in every district and state of the country?
 - b. Provides relief to the buyers of goods in case the goods purchased do not comply with the expressed condition?
 - c. Provides safety to consumers against deficient services?
 - d. Provides protection to the consumers against the use of fraudulent marks?
 - e. Which Act has replaced the Monopolies and Restrictive Trade Practices Act,1969?
5. Ananya is a pure vegetarian. She went to a snack bar and asked for 'Veg French fries'. Later on, she found that it had some non vegetarian content. Neither the advertisement, nor packing of the product shows that product may have non vegetarian content. Will Ananya be able to claim compensation?
6. Mollie went to a shopkeeper to buy vegetable oil. The shopkeeper forced her to buy a particular brand out of various available brands. Which right of Mollie has been exploited?
7. Ramesh has purchased medicines without noticing date of expiry. He did not obtain cash memo. Do you think, Ramesh will be able to protect himself by loss caused due to expired medicine?
8. Whether the following be treated as Consumer? Give reasons.
 - a. Nikeeta purchases a washing machine for her home.
 - b. Isha purchases a DVD player for resale.
 - c. Sita purchases a computer for earning his livelihood by doing DTP work.

- d. Utkarsh uses a new mobile connection.
- e. Kanika uses a Play Station with the permission of her friend, who bought it for Rs 5,000.
9. Shyam purchased a machine for Rs 30 lakhs from a company and found that machine was not as per specifications. Despite many complaints, the defect was not rectified. Suggest the appropriate authority to file his complaint. Can he appeal to Supreme Court if he is not satisfied with the order of appropriate authority?
10. Kirti purchased some spices being claimed as pure by the seller. However, a laboratory test showed that those were adulterated. Mention two such remedies.
11. Radha purchased some household goods from a 'General Store'. After reaching home she found a face cream which she had not been billed for. After checking the date of expiry and other details, she started using it. Her face burnt due to the use of the cream. Where should Radha file a complaint? Justify your answer. Under Consumer Protection Act, 1986, who can file a complaint?
12. Harishankar purchased a book for Rs225. Later on, he found that MRP of book was Rs200 only and the shopkeeper put a sticker of Rs225 on the original MRP. Answer the following questions:
- (i) Which right of Harishankar is violated in the given case?
 - (ii) Can he recover the extra money?
 - (iii) Whether any option is available against the book-seller?
13. Mention the quality mark which a consumer should look for while purchasing the following products:
- a. Electrical goods
 - b. Jewellery
 - c. Agricultural products
 - d. Food Products
 - e. Environment Friendly Products.
14. Prakhar purchased an ISI mark electric iron from "Bharat Electricals". While using he found that it was not working properly. He approached the seller and complained for the same. The seller satisfies Prakhar by saying that he will ask the manufacturer to replace this iron. The manufacturer refused to replace and Bharat Electricals decided to file a complaint in the consumer court.

Can 'Bharat Electricals' do this? Why? Also explain 'who is a consumer' as per

15. Anita 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 Anita that the publisher had refused to change the book.

Where can Anita file a complaint against the seller of the book? Give reason in support of your answer. Also explain who is a consumer as per 'Consumer Protection Act, 1986.

16. Harish purchased a medicine from 'Bhatia Medical Stores' for his son, who had high fever. Even after giving the medicine his son's condition did not improve and he had to be hospitalized. Doctor informed Harish that the medicine given to his son was spurious. Harish complained about this to 'Bhatia Medical Stores'. As a result, 'Bhatia Medical Stores' decided to file a complaint against the manufacturer in the consumer court. Can 'Bhatia Medical Stores' do this? Give reason in support of your answer. Also explain who is a consumer as per 'Consumer Protection Act, 1986.

IDENTIFY THE CONSUMER RIGHT DISCUSSED IN THE FOLLOWING CASES:

17. Identify the consumer right discussed in the following cases:
- a. This right is important for safe and secure life.
 - b. Absence of pure vegetarian sign violates this right.
 - c. Many consumer organizations are taking an active part in creating awareness in consumers.
 - d. This right provides various reliefs like replacement or removal of defect.
 - e. It gives the right to file a complaint.
 - f. It gives the right to have complete freedom in selecting the most suitable product.
 - g. According to this right, producers have to provide all relevant information about the product.

18 **IDENTIFY THE TERM HIGHLIGHTED IN THE FOLLOWING CASES:**

- a. This mark acts a proof of quality in case of jewellery.
- b. This Act aims to ensure equitable distribution of essential commodities at reasonable price.
- c. It serves as an evidence of purchase at the time of filling a complaint.
- d. This Act aims to protect and promoted the interest of consumers.
- e. A consumer can make a complaint to this redressal agency if claim amount does not exceed Rs 20 lakhs.
- f. This mark is used as a quality mark on electrical appliances.
- g. This Act provides grade standards for agricultural commodities.
- h. This authority appoints the President and other members of National Commission.
- i. This Act aims to prevent use of fraudulent marks on products.
- j. Quality mark on food products.
- k. The aggrieved party not satisfied with order of district forum can appeal to this redressal agency.

SHORT ANSWER TYPE QUESTIONS:

- 19. Who can file a complaint in the consumer court?
- 20. What kind of cases can be filed in a State Commission?

VERY SHORT ANSWER TYPE QUESTIONS:

- 21. Mention any tow ways by which consumers are exploited by traders.
- 22. Which act aims at controlling production, supply and distribution of essential commodities?
- 23. What is the quality mark provided for the agricultural produce?
- 24. Why should a consumer look for ISI mark on electrical goods?
- 25. One of the rights suggests that a consumer be made aware of his rights and the remedies available. Identify the consumer right discussed.
- 26. Which consumer rights suggests that a consumer must be protected against hazardous goods and services?
- 27. Which consumer rights suggests that a consumer should have access to variety of products and services at competitive prices?
- 28. Consumer has a right to acquire knowledge and to be a well informed consumer

throughout life. Which consumer right does it indicate?

29. Which consumer right entitles the consumer to get relief in case the product or service falls short of his expectations?

30. Name the right, which suggests that a consumer has a right to register his dissatisfaction?

or

Which Consumer Right gives the business firms freedom to set up their own consumer service and grievance cell?

31. Ahmed wants to buy an iron. As an aware customer how can he be sure about quality of iron?

32. Rita wants to buy a packet of juice. As an aware customer how can she be sure about the quality of juice she plans to buy?

33. Anjana 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?

34. Which is the appropriate authority to file a complaint if the limit of claim is Rs 45 Lakhs?

35. Amita filed a case against 'Mahindra Ltd' in the 'National Commission'. But she was not satisfied with the orders of the 'National Commission.' Name the authority where she can appeal against the decisions of the 'National Commission'.

36. Mohit filed a case against 'Domestic Cooling's Ltd', in the 'District forum', but he was not satisfied with the orders of the District Forum. Where can he appeal further against the decisions of District Forum?

37. Amrit file a case against "Volvo Ltd". in the 'State Commission'. But he was not satisfied with the orders of the 'State Commission'. Name the authority to which he can appeal against the decisions of 'State Commission'.

38. Sandeep purchased a diesel car for Rs 7 lakh from an automobile company and found its engine defective. Despite many complaints, the defect was not rectified. Suggest to him the appropriate authority where he could file a complaint under Consumer Protection Act.

39. Deepak Shah purchased a car for Rs 19 lacs from an automobile company and found its engine defective. Despite many complaints the defect was not rectified. He filed a case in the District Forum. But he was not satisfied with the orders of the District Forum

and decided to appeal. Suggest him the highest authority where he could appeal if not satisfied again by the decision of the next higher authority.

40. Which claims can be appealable before the Supreme Court under Consumer Protection Act?
41. Who can file a complaint on behalf of a deceased consumer?
42. When can a Consumer make an appeal in the supreme court under 'The Consumer Protection Act 1986'?
43. Give any one responsibility of a consumer in addition to obtaining cash receipt while purchasing a washing machine.

VALUE BASED QUESTIONS:

44. Mr. Sahil went to a chemist and purchased some antibiotics for his wife who was suffering from high fever. However, he forgot to take a cash memo for the same. After consuming those antibiotics, his wife's condition deteriorated and she had to be hospitalized. Later on it was found that she had been administered expired medicines. List the values that have not been adhered to by the chemist.
45. A vegetable vendor uses stones as weights to sell his vegetables in order to increase his profits. Many people purchased vegetables from him without any objection. Karan, a customer objects to this and with the help of local people forces the vendor to use correct weights. What values does Karan exhibit in his action?
46. XYZ 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. List the values that have been overlooked by XYZ Ltd.
47. Mayaram is a sweet maker (Halwai), who collects milk from village to village and prepares sweet on Deepawali, due to increased demands, he purchased Khoya from other shopkeeper which was adulterated, because it was not maintained cleanliness while preparation of sweets. He kept two children for packing the sweet and one female at cash counter. Which social values he is affecting and how?

48. A company engaged in selling spice, claims about purity in its advertisement but in laboratories after examination, the spices were found adulterated. Which values are being violated here?
49. A Pharma Co. doesn't provide information for the expiry date on the packet of his drug, This manufacture violates which value?