

Consumer Rights (CH-5) Important Questions Class 10 Social Science (Economics) Chapter 5

Very Short Answer Type Questions (1 mark each)

Q.1 When did the UNO adopt the guideline for consumer movement?

Ans. 1985

Q.2 Why did the consumer movement begin?

Ans. Dissatisfaction among consumers

Q.3 When consumer movement did arise?

Ans. Around 1960's

Q.4 When did consumer Protection Act (COPRA) enacted?

Ans. 1986

Q.5 When do we celebrate National Consumer day? Why?

Ans. Consumer Day is celebrated in India on December 24 because on this day parliament enacted the COPRA.

Q.6 Name the International Institution of Consumer Welfare Organization?

Ans. Consumer International

Q.7 Which logo should we seek while purchasing electronics equipment's?

Ans. ISI

Q.8 For which article Hallmark is used?

Ans. Jewelry

Q.9 What is AGMARK?

Ans. Label which is on pure edible oil.

Q.10 Sumit bought jewelry worth rupees 30 lakhs and found it duplicate. In which court he can file his case against the jeweler?

Ans. At state level

Q.11 Utkarsh booked a flat worth of two Cr., now dealer is conniving in giving the same. In which court he can file his case against the dealer?

Ans. At National level

Q.12 Asha bought refrigerator worth rupees fifty thousand, which was giving electric shock just after two days of purchasing. On complaint the seller is not taking it back. In which court she can file his case against the dealer?

Ans. At District level

Q.13 What does MRP stands for?

Ans. Maximum Retail Price

Q. 14 Who is Ralph Nadar?

Ans. Widely known as Father of Consumer Movement.

Q.15 If you want to extract information about the function of any government department, which right would you exercise?

Ans. Right to Information (RTI)

Q.16 Ashwin bought a pack of brown bread later he realized that it was expiry. Which right was violated Of him?

Ans. Right to Redress

Q.17 If you are not interested to buy a brush with tooth-paste but shopkeeper denied selling tooth-paste only. In this case which consumer right is violated by the seller?

Ans. Right to Choose

LONG ANSWER TYPE QUESTIONS (3 and 5 Marks each)

Q.1 What are the forms of consumer exploitation?

Ans.

- Deceptive advertising
- Unreasonable Prices
- Adulteration

- Poor Quality of Products
- Deceptive Packing
- Underweight Supplies
- Deficiency in Service
- Negligence in Service

Q.2 What does COPRA stands for? How does it help the consumers?

Ans. It stands for Consumer Protection Act, which was enacted by the government in 1986.

- It strengthened the consumer movement and provided the consumers with the right to seek redressal against the unfair trade practices and exploitation,
- Under COPRA, a three-level judicial system was set up for redressal of consumer disputes.
- To correct unfair business conduct.

Q.3 Describe the various duties of Consumers?

Ans. Duties of Consumers:

- Check the manufacturing and expiry date of a product.
- Taking a careful view while weighing any product.
- Should insist for Original Bills.
- Should insist for original product with quality logos on it.

Q.4 Illustrate the various rights of Consumers?

Ans. Rights of Consumers:

- Right to Information
- Right to seek redressal
- Right to choose
- Right to be heard
- Right to safety
- Right to represent
- Right to consumer Education

Q.5 Write a note on Consumers International?

Ans. In 1985, United Nations adopted the guidelines for consumer protection.

- This was a tool for nations to adopt measures to protect consumers and for consumer advocacy groups to press their government to do so.
- At the international level, this has become foundation for consumer movement.
- Today, consumers International have become an umbrella body of over 250 member organizations in 120 countries, in which India is one of them.

Q.6 Why are the Quality measurement used?

Ans. The quality measurement is used to satisfy a consumer.

- While purchasing many commodities, there is a logo with letters like ISI, AGMARK and so on.
- These logos and codification help consumers get assured of quality while purchasing the goods and services.
- The organizations that monitor and issue these certificates allow producers to use their logos provided they follow certain quality standards

Q.7 Who is an Ideal consumer?

Ans. An ideal customer should have following qualities:

- Updates his knowledge of consumer's rights and duties.
- Has an eco-friendly attitude.
- Prevents corruption rather than being a party of it.
- Conscious of standardization marks like ISO, ISI, and AGMARK and so on.
- Procures and preserves cash memo and warranty card.

Q.8 What is the judicial structure of consumer disputes in India?

Ans. Under the COPRA act a three level judicial system set up.

- District level court: It deals with cases involving claims up to 20 lakh rupees.
- State level court: It deals with cases involving claims between 20 lakh and one crore.
- National level court: It deals with cases which are exceeding rupees one crore.

Q9. What is the main difference between Consumer Forum and Consumer Court?

Ans. Consumer Forum: it is a voluntary organization locally known as consumer forum or consumer protection council. They guide consumers how to file cases in the consumer courts. they may represent individual consumers in the consumer courts. They create awareness among the people for their consumers rights.

Consumer Courts: Under the COPRA act three level courts are set up to hear the public grievances. It has the power to punish the culprits.

Q.10 What are the factors responsible for the consumer exploitation?

Ans. The following factors are responsible for the consumer's exploitation:

- Limited Information
- Limited Supplies
- Limited Competition
- Low Literacy