



**INDIAN SCHOOL DARSAIT**  
**DEPARTMENT OF COMMERCE**



SUB: Business Studies	<b>CONSUMER PROTECTION</b>	Date of Worksheet: 15/10/2017
Name of Student:		Prepared by: JMC
Class and Div.: XII C & D		Roll Number:

Q.NO	QUESTIONS	MARKS
1.	What is the purpose of enacting the Consumer Protection Act?	1
2.	What is meant by Consumer Protection	1
3.	Give the names of two consumer organization.	1
4.	State any two points of the responsibilities of a consumer.	1
5.	Why consumer protection is important for consumers? Give any one reason.	1
6.	Why consumer protection is important for a businessman? Give any one reason.	1
7.	Which Act of consumer protection provides safety to consumers against deficient services?	1
8.	Who can file a complaint under the Consumer Protection Act 1986?	1
9.	Give any two points of remedies available to consumers under Consumers Protection Act.	1
10.	What is meant by 'Right to Choose'to a consumer?	1
11.	District Forum redresses the grievances of what amount?	1
12.	State Commission redresses the grievances of what amount?	1
13.	National Commission redresses the grievances of what amount?	1
14.	Sandeep purchased a diesel car for Rs. 7 lacs 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 complaint under Consumer Protection Act.	1
15.	State how "Self Regulation by business" acts as a means of Consumer Protection.	1
16.	Which Consumer Right gives the business firms freedom to set up their own	1

	consumer service and grievance cell?	
17.	How “Business Association” act as a means of Consumer Protection? State.	
18.	<p>Himesh after completing his graduation started working with a multinational company in Delhi. But due to ill health of his parents he had to go back to his village. There he noticed that his villagers were literate but ignorant about their rights. Many vegetable vendors were using stones as weights to sell vegetables. Some shopkeepers were selling food items without having ‘FPO mark’. Villagers did not find anything wrong with these practices. So to create awareness among villagers Himesh decided to publish a weekly journal ‘Jan Jagriti’.</p> <p>State the ‘Right which Himesh has exercised by doing so.</p>	1
19.	<p>Government always endeavors to protect the interest of the consumers. That is why Government has passed various legislations from time to time. Some years ago an ACT passed. It protects the consumers against defective goods, deficient services, unfair trade practices and consumers’ exploitation. Similarly, measures have been taken to protect the consumers against the losses suffered by them due to such anti – social activities as profiteering, hoarding, black – marketing etc: - . not only that provisions have also been made to protect the consumers against the consumption of adulterated food products.</p> <p>i) In the above paragraph mention has been made of three Acts related to the protection of consumers’ interest. Quoting the lines and identify them.</p> <p>ii) Also identify two values dedicated to the society as mentioned in the paragraph.</p>	4
20.	<p>Five friends used to go together for morning walk daily. Two of them were in government service, one was social activist and two were businessmen. While sitting in the park for some time, they used to discuss daily issues related with job, society and business. Main points of their discussion, held one day were as under:</p> <p>The first friend said, “His manager has given all authorities of decision – making to them. Our team takes itself all the decisions. Of course if required, we do take advice from our manager”.</p>	5

	<p>The second friend said,” competition is on the rise in the market. To face this problem, his company has launched a Sales Promotion Scheme. According to this scheme, a customer who purchases goods worth Rs. One lakh or more at a time will be given free a holiday package valued at rupees ten thousand.”</p> <p>The third friend drew their attention towards exploitation of the consumer in the market. He said, “Till this day, the sellers have been exploiting the consumers in more than one way. I feel that the main cause of it was not raising any collective voice by the consumer against exploitation. But now the Consumer Protection Act had made consumers aware of it and this problem almost over”</p> <p>Then, the fourth friend ( who was a businessman) said, ‘We are also under the pressure of the consumer satisfaction. We observe that those business men who feel pressure are getting its advantages.’”</p> <p>Finally, the fifth friend said, “It is the duty of the businessman to keep the satisfaction of the consumers in mind, because business is run by the resources made available to them by the society.”</p> <p>Answer the following questions concerning the discussion referred to in the above paragraph.</p> <ol style="list-style-type: none"> <li>i) Which leadership style is being practiced by the manager?</li> <li>ii) Identify the Sales Promotion Scheme launched by the company.</li> <li>iii) Identify the importance of Consumer Protection Act from the view – point of consumers. Give one point.</li> <li>iv) Identify the importance of Consumer Protection Act from the view – point of business. Give two points.</li> </ol>	
21.	<p>Sureksha is a student of 10+2 commerce) Class. She listened attentively and understood the lecture on Consumer Protection Act delivered by the teacher. Her teacher remarked the currently consumers enjoy several rights. In case goods purchased by him/ her causes harm to his / her health or property, there is provision for compensating him/her. Besides, this Act has also expectations from the consumers. That during the course of his/ her purchases he/ she should keep certain things in mind. Briefly, provisions of the Act can protect the consumer only when he/ she has complied with certain fundamental things.</p> <p>The very next day of this lesson, Sureksha purchased an ISI marked Heater</p>	5

	<p>from Bharati Appliances. She made cash payment. But failed to get Cash Memo. While making use of the heater she observed that it was not working properly. She contacted the shop keeper immediately and told him her problem. Shopkeeper paid no heed to her complaint. Rather he remarked that the goods in question were not bought from his shop.</p> <ul style="list-style-type: none"><li>i) Identify and explain the right and responsibility of the consumer as referred to in the above paragraph.</li><li>ii) On addition to the right and responsibility of the consumer identified in point<ul style="list-style-type: none"><li>a) Write one more right and one responsibility.</li></ul></li><li>iii) Can Sureksha lodge a complaint against the shopkeeper?</li></ul>	
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