

**Time -40 minutes**

**Consumer Protection Act.Work sheet -1**

**Marks -10**

1	Mr. Deepak purchased a new Motor bike for Rs. 80,000 and his friend Mr S purchased a new motor car for Rs. 22, 00,000. After a few days it was found that Motorbike and car, both were defective. They were thinking to whom they should complain about it. You suggest to both them solution to their problem.	1
2	State the remedies available to a Consumer under the Consumer Protection Act 1986.	3
3	Mr. Soni a consumer purchased medicines without the 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 reason in support of your answer.	3
4	Explain the consumer protection?	3

1	Give any two remedies available to consumer under the Consumer Protection Act 1986.	1
2	<p>Manisha purchased new motor car for Rs. 15, 00,000. Immediately after the purchase she notices, some defect in its engine. Soon they contacted the dealer. But the dealer paid no need to her complaint. Then she filed her complaint with the District Forum. She was not satisfied with the decision of the District Forum. She filed an appeal against the district forum in the State Commission. She was not satisfied even with the decision of State Commission. Now she challenged the decision of State commission before National Commission. Manisha was not satisfied with the decision of the National commission also.</p> <p>Tell whether Manisha can file appeal in the Supreme Court. Clarify your answer.</p>	4
3	Give any five points; explain the importance of Consumer Protection Act 1986 in India.	5

1	National Commission redresses the grievance of what amount?	1
2	Write at least two aspect of consumer protection.	2
3	Explain in brief any four rights of consumers as provided under the Consumer Protection Act 1986	3
4	<p>Government always endeavours to protect the interest of the customers. That is why government has passed various legislations from time to time. Some years ago an Act was passed. It protects the consumers against defective goods, deficient service, and unfair trade practice and consumers exploitations. Similarly, measures have been taken to protect the consumers against the losses suffered by them due to such anti-social activities as profiteering, hoardings, black-marketing etc.. Not only have their provisions also been made to protect the consumers against the consumption of the adulterated food products.</p> <p>(a) In the above paragraph mention has been made of three Acts related to the protection of the consumer's interest. Identify them by quoting the lines.</p> <p>(b) Identify two values dedicated to the society as mentioned in the paragraph.</p>	4

1	Establishing consumer service cell is the example of which consumer right?	1
2	A shopkeeper sold you some spices, claiming that these were pure. Later a laboratory test showed that these were adulterated. What precautions should you have taken before buying and what remedies are available to you for the wrong act.	4
3	<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 businessman. While sitting in the park for some time, they used to discuss the 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 manger has given all Right of decision making to them. Our team takes itself all the decisions. Of course if required, we do take advice from our manager”.</p> <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. 1, 00,000 or more at one time will be given free a holiday package valued at Rs. 10,000.</p> <p>The third friend drew their attention towards exploitation of the consumer in the market, he said, “Till this day, the seller 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 has made the consumer aware of it and this problem is almost over.”</p> <p>Then the fourth friend (who was a businessman) said, “We are also under the pressure of consumer satisfaction. We observe that those businessmen who feel this pressure are getting its advantages.”</p> <p>Finally the fifth friend said ,“It is the duty of the businessmen to keep the satisfaction of the consumers in mind because the business is run by the resources made available to them by the society”</p> <p>Answer the following questions:</p> <ol style="list-style-type: none"> <li>Which Leadership Style is being practised by the Manager?</li> <li>Identify the Sales Promotion scheme launched by the company.</li> <li>Identify the importance of the Consumer Protection Act from the point view of consumers. Give one point.</li> <li>Identify the importance of the Consumer Protection Act from the point view of business. Give one point.</li> </ol>	5

1	State Commission redresses the grievance of what amount?	1
2	State the responsibilities of consumers to safeguard their interest.	4
3	<p>Rajni is the commerce student of class XII. She listened attentively and understood the lecture on consumer protection Act delivered by the teacher. Her teacher remarked that currently consumer enjoys several Rights. In case goods purchased by him/her cause harm to his/her health and property there is a provision for compensating him/her. Besides, this Act has also some 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 Rajni purchased an ISI marked heater from Bharti Electronics. 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 shopkeepers immediately and told him her problem. Shopkeeper paid no need to her complaint rather he remarked that the good in question was not brought from his shop.</p> <p>(a) Identify and explain the Right and the Responsibility of the consumer as referred to in the above paragraph.</p> <p>(b) In addition to the Right and the Responsibility of the consumer identified in the point (a) write one more Right and one more responsibility.</p> <p>Can Rajni lodge a complaint against the shopkeeper?</p>	5