

PAPER SET 1: CONSUMER LAW

1. The Consumer Protection Act provides relief to customers such as replacement of product, removal of defect in the product, compensation for any loss or injury suffered by the consumer. Which consumer right has been highlighted in this statement.
 - (a) Right to Safety
 - (b) Right to Seek Redressal
 - (c) Right to be informed
 - (d) Right to Consumer Education
2. Which of the following is not a reason for importance of consumer protection from the point of view of consumers?
 - (a) Consumer ignorance
 - (b) Consumer Apathy
 - (c) Consumer Exploitation
 - (d) Unorganised Consumers.
3. Most of the reputed firms have set up consumer service and grievance cells to listen to the consumers complaints and take appropriate steps to redress their grievances. Which consumer right been highlighted in this statement. Which consumer right has been highlighted in this statement.
 - (a) Right to heard
 - (b) Right to Seek Redressal
 - (c) Right to be informed
 - (d) Right to Consumer Education
4. Which of the following cannot file a complaint under Consumer Protection Act,1986?
 - (a) Any consumer under the definition of Consumer Protection Act

- (b) Central or State Government
 - (c) Legal heir of a deceased consumer
 - (d) A person who obtains the goods with no consideration.
5. An appeal for the compensation by a consumer can be made to the Supreme court.
- (a) Where the value of goods along with compensation claimed exceed 1 crore
 - (b) When the appeal has been made at state Commission but the aggrieved party is not satisfied with the decision of National commission.
 - (c) Where the aggrieved party is not satisfied with the decision of nation commission and the value of goods along with the compensation claimed exceeds 1 crore.
 - (d) Where value of goods along with the compensation exceeds 1 crore irrespective of the appeal made at any level.
6. The National Commission consists of a President and _____ other members. One of whom should be a women.
- (a) At least six
 - (b) At least four
 - (c) at least two
 - (d) at least three
7. Consumer Protection Act is significant to
- A) Immovable Goods
 - B) Movable Goods
 - C) Particular Goods and Services
 - D) All Goods and Services
8. When the seller manipulates the price, it is known as

- A) Caveat Emptor
- B) Unfair trade practices
- C) Restricted trade practices
- D) None of the above

9. Under this act, the minimum age of forum member of a district forum should be

- A) 30
- B) 40
- C) 35
- D) 65

10. Which of the following forum can reappoint the same person as to its member

- A) National commission
- B) State commission
- C) District commission
- D) None of the above

11. In which forum it is compulsory to have a female member

- A) National commission
- B) State commission
- C) District commission
- D) All of the above

12. Within how many days the opposite party has to answer after they are informed about the complaint?

A) 30

B) 5

C) 20

D) 15

13. The rights of consumers as per the consumer protection Act does not include the right to be

A. informed

B. heard

C. safety

D. presented

14. As per Section 2(1)(a) of Consumer Protection Act 1986, 'appropriate laboratory' means a laboratory or organisation

(i) recognised by the Central Government

(ii) recognised by a State Government

(iii) financed or aided by the Central Government or a State Government for carrying out analysis or test of any goods with a view to determining whether such goods suffer from any defect Codes:

A. (i) & (ii)

B. (ii) & (iii)

C. (i) & (iii)

D. (i), (ii) & (iii)

15. As per section 2(1)(nnn) of Consumer Protection Act 1986, 'restrictive trade practice' include (i) delay beyond the period agreed to by a trader in supply of goods or in providing the services which has led to rise in the price (ii) any trade practice which requires a consumer to buy, hire or avail of any goods or services as condition precedent to buying, hiring or availing of other goods or services Codes:

- A. (i) Only
- B. (ii) Only
- C. Both (i) & (ii)
- D. None of the above

16. Who shall be the Chairman of the State Consumer Protection Councils

- A. The Minister in charge of consumer affairs in the Central Government
- B. The Minister in charge of consumer affairs in the State Government
- C. The Chief Minister of the State
- D. The Governor of the State

17. The Central Council shall convene at least meeting in every year.

- A. Two
- B. One
- C. Three
- D. There is no such condition

18. Which Section of the Consumer Protection Act 1986 states about 'unfair trade practice'

- A. Section 2(1)(d)
- B. Section 2(1)(r)
- C. Section 2(2)(r)
- D. Section 3(1)(b)

19. As per Consumer Protection Act 1986, 'unfair trade practice' includes (i) falsely represents that the goods/services are of a particular standard, quality or grade (ii) falsely represents any re-built, second-hand, renovated, reconditioned or old goods as new goods (iii) represents that the goods or services have sponsorship, approval, performance, characteristics, accessories, uses or benefits which such goods or services do not have Codes:

- A. (i) & (ii)
- B. (i) & (iii)
- C. (ii) & (iii)
- D. (i), (ii) & (iii)

20. As per section 2(1)(m) of Consumer Protection Act 1986, "person" includes (i) a firm whether registered or not (ii) a Hindu undivided family (iii) a co-operative society (iv) every other association of persons whether registered under the Societies Registration Act, 1860 or not; Codes:

- a. (i), (ii) & (iii)
- b. (i), (ii) & (iv)
- c. (i), (iii) & (iv)
- d. (i), (ii), (iii) & (iv)

21. As per section 2(1)(j) of Consumer Protection Act 1986, 'manufacturer' means a person who (i) makes or manufactures any goods or part thereof (ii) does not make or manufacture any goods but assembles parts thereof made or manufactured by others (iii) puts or causes to be put his own mark on any goods made or manufactured by any other manufacturer; Codes:

- a. (i) & (ii)
- b. (i) & (iii)
- c. (ii) & (ii)

d. (i), (ii) & (iii)

22. In case of death of a consumer who can prefer complaint under Section 2(1)(b) of Consumer Protection Act 1986:

a. his legal heir or representative

b. State Government

c. consumer association registered under the Companies Act, 1956

d. No one can prefer complaint

23. 1. The sale of goods Act deals only with goods which are _____
in nature

a. Immovable

b. Movable

c. Specific

d. All of the above

24. In Agreement to sell the transfer of property in goods from the seller to the buyer takes place

a. At the end of contract

b. Immediately

c. In a future Date

d. Both b&c

25. What Was The Name Given To The Agency At The Global Level For The Protection Of Consumer Rights?

A)Consumer Court of Justice

B. International Consumer Forum

C)Consumers Commission

D) Consumers International

1	B
2	A
3	B
4	D
5	C
6	
7	D
8	C
9	C
10	D
11	D
12	A
13	D
14	D
15	C
16	B
17	B
18	B
19	D
20	D
21	D
22	A
23	B
24	C
25	D