



# CLASS – 10

## SOCIAL SCIENCE

### Understanding Economic Development

#### CH-5 : Consumer Rights

Part – 6

Extra Questions

Rajnandini Saini

1

What was a key reason for the emergence of the consumer movement in India?

- A High literacy rates
- B Low production of goods
- C Unfair trade practices like hoarding & adulteration
- D Government subsidies on goods

2

Which of the following is not a consumer right according to the Consumer Protection Act?

- A Right to Vote
- B Right to Choose
- C Right to be Informed
- D Right to Redressal

→ Political right

3

What does the ISI mark on a product signify?

- A The item is imported
- B The product is new
- C The product meets quality standards set by BIS
- D The item is handmade

**4** | What does the RTI Act (Right to Information) primarily empower consumers to do?

- A File police complaints
- B Access government information
- C Get discounts on products
- D Get free legal aid

**5** | Under COPRA, which commission deals with claims above ₹10 crore?

- A Local Commission
- B District Commission
- C State Commission
- D National Commission

**6** | In which year was the Consumer Protection Act (COPRA) enacted in India?

A 1976

B 1986

C 1996

D 2006

**7** | Which organisation certifies edible oils and cereals in India?

- A ISRO
- B BIS
- C Agmark
- D RTI

8

Reji Mathew's case highlighted which consumer right?

- A Right to Education
- B Right to be Informed
- C Right to Safety
- D Right to Leisure

**9** | Which of the following is a duty of a responsible consumer?

- A Refuse to take a bill
- B Accept expired goods
- C Check MRP and expiry date before buying
- D Buy only foreign products

10

Which of the following logos is associated with jewellery standardisation in India?

- A ISI
- B Agmark
- C Hallmark
- D +F

11

What term is used for the process of adding key nutrients to staple foods?

mg<sup>+F</sup>



**11** | What term is used for the process of adding key nutrients to staple foods?

**Answer :** Fortification

*mg*





12

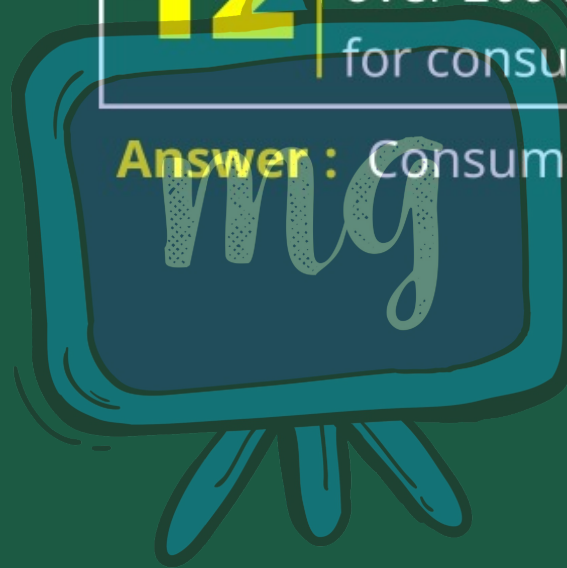
Name the international body that has over 200 member organisations working for consumer welfare.



12

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Answer : Consumers International



13

Which government department's website is mentioned for consumer affairs in India?

mg

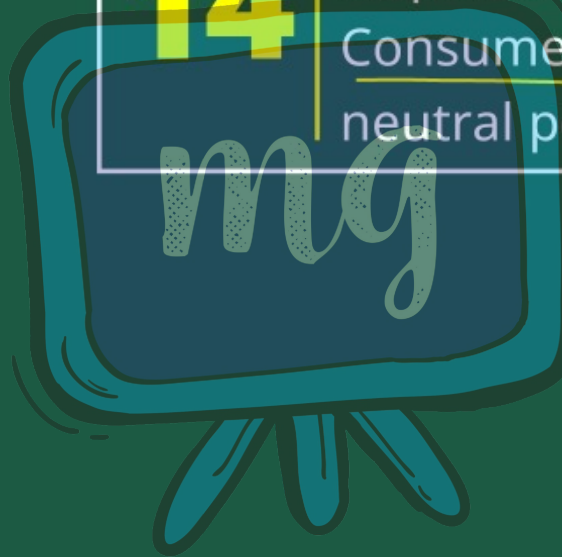
13

Which government department's website is mentioned for consumer affairs in India?

**Answer :** Ministry of Consumer Affairs, Food & Public Distribution



14



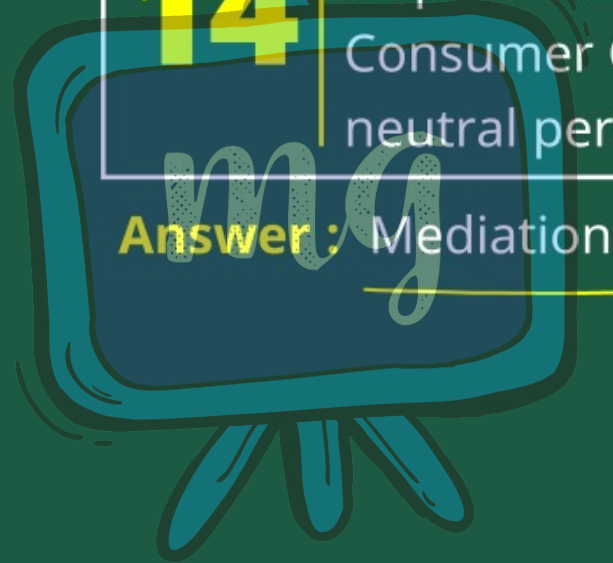
What is the method called where disputes are settled outside the Consumer Commission with the help of a neutral person?



14

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Answer : Mediation



15

Which act passed in 2005 ensures transparency in the functioning of government departments?

mg RTI Act



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Answer : RTI

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16

What role do consumer protection councils play in helping consumers?



**16** | What role do consumer protection councils play in helping consumers?

**Answer :** Consumer protection councils guide consumers on how to file cases in Consumer Disputes Redressal Commissions. They also create awareness and sometimes represent consumers in these commissions.

17

What is the significance of Residents' Welfare Associations in consumer protection?

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17

What is the significance of Residents' Welfare Associations in consumer protection?

**Answer :** Residents' Welfare Associations take up cases of unfair trade practices on behalf of their members. They act as local-level bodies to protect consumer interests.



18

Why do most consumers not approach the redressal commissions even when exploited?



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**Answer :** The redressal process is often seen as time-consuming, expensive, and complex. Many cases require lawyers, and most purchases are small retail transactions with no cash memos.

19

How does the government promote consumer awareness through media?



**19** | How does the government promote consumer awareness through media?

**Answer :** The government spreads legal awareness through posters, advertisements on television, and other mass media to educate consumers about their rights and complaint procedures.



**20**

What is the impact of not issuing cash memos in consumer transactions?



20

What is the impact of not issuing cash memos in consumer transactions?

**Answer :** Without a cash memo, it becomes difficult for the consumer to produce evidence in case of disputes. This weakens the consumer's position when seeking redressal.



21

Explain the role and importance of voluntary consumer organisations in India. What are their functions and limitations?

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Answer :

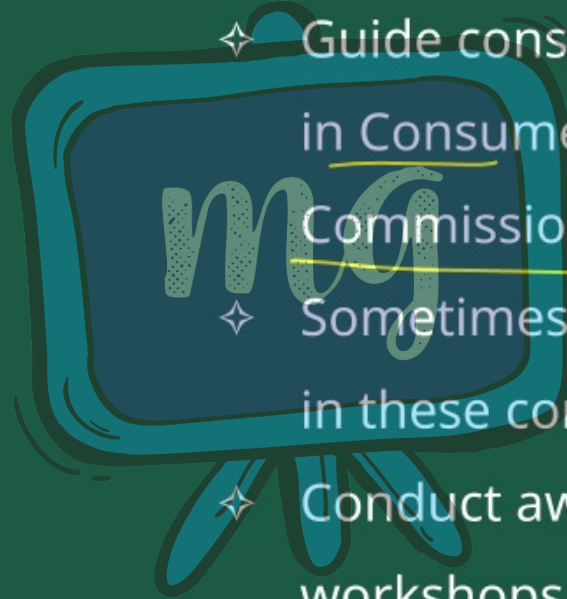
## Role and Importance

- ✦ Voluntary consumer organisations act as the bridge between individual consumers and consumer courts.
- ✦ They help raise awareness and educate people about their rights and duties.



## Functions

- ✦ Guide consumers on how to file complaints in Consumer Disputes Redressal Commissions.
- ✦ Sometimes represent individual consumers in these commissions.
- ✦ Conduct awareness campaigns, workshops, and mock drills in schools and communities.





- ✦ Create pressure on government and businesses to adopt fair practices.
- ✦ Receive financial assistance from the government to promote consumer awareness.



## ▮ Limitations

- ✦ Only 50–60 out of over 2000 groups are well-organised and effective.
- ✦ Limited outreach in rural and remote areas.
- ✦ Lack of trained volunteers and legal support in smaller organisations.
- ✦ Often not taken seriously due to lack of recognition or formal authority.



22

Analyse how advertisements and promotional offers can mislead consumers. Provide examples and suggest how consumers can stay alert.



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Answer:

↳ **Misleading Advertisement Techniques:**

✦ Making false scientific claims (e.g., baby milk claimed to be superior to mother's milk).



- ✦ Concealing harmful effects (e.g., tobacco companies denied links to cancer for years).
- ✦ Attracting buyers with fake contests (e.g., scratch and win offers).

## Examples

- ✦ Powder milk falsely advertised as better than mother's milk.
- ✦ Cigarette companies resisted warnings about cancer risk.

❖ “Buy shoes worth ₹2000 and get ₹500 pair free” may mislead regarding actual pricing.

## How Consumers Can Stay Alert

- ❖ Always verify claims through trusted sources (ISI, Agmark logos).
- ❖ Read the fine print on offers.
- ❖ Compare similar products across brands.
- ❖ Avoid impulse buying based on emotional appeal in ads.

23

What responsibilities do producers and the government have to ensure consumer safety? Explain with examples.

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23

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Answer :

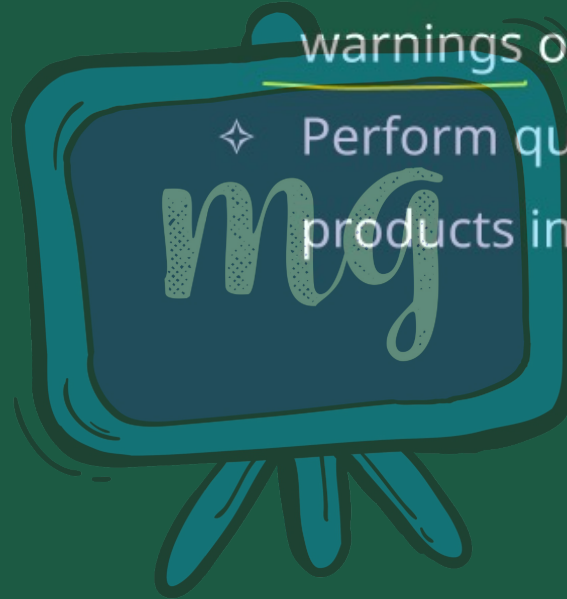
## Producer's Responsibilities

- ✦ Ensure their goods and services are not hazardous.
- ✦ Follow mandatory safety regulations (e.g., safety valve in pressure cookers).

# EXTRA QUESTION



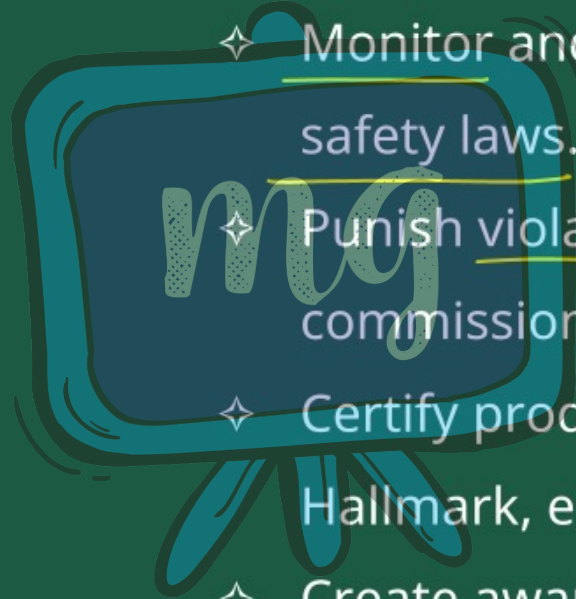
- ✦ Provide clear, accurate instructions and warnings on product labels.
- ✦ Perform quality checks before releasing products into the market.





## Government's Responsibilities

- ✦ Monitor and enforce compliance with safety laws.
- ✦ Punish violations through consumer commissions and regulatory bodies.
- ✦ Certify products through BIS, Agmark, Hallmark, etc.
- ✦ Create awareness campaigns and support consumer protection bodies.



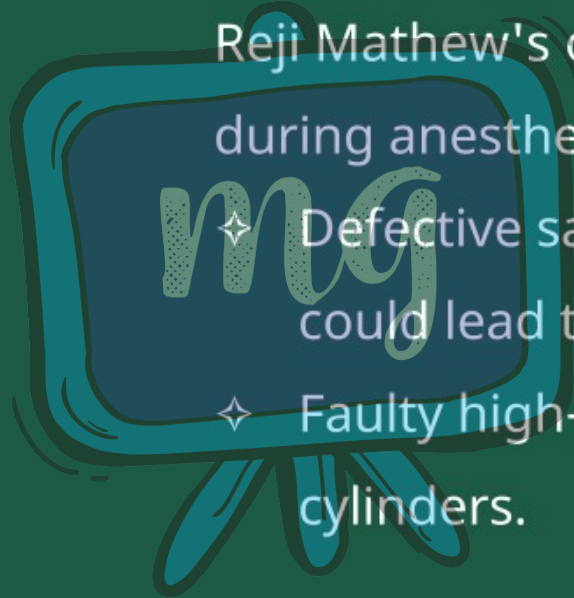


## Examples

Reji Mathew's case: medical negligence during anesthesia.

✦ Defective safety valve in pressure cookers could lead to serious accidents.

✦ Faulty high-rise buildings or unsafe LPG cylinders.



24

Discuss the importance and limitations of product certification marks like ISI, Agmark, and Hallmark. Why are they significant for consumers?

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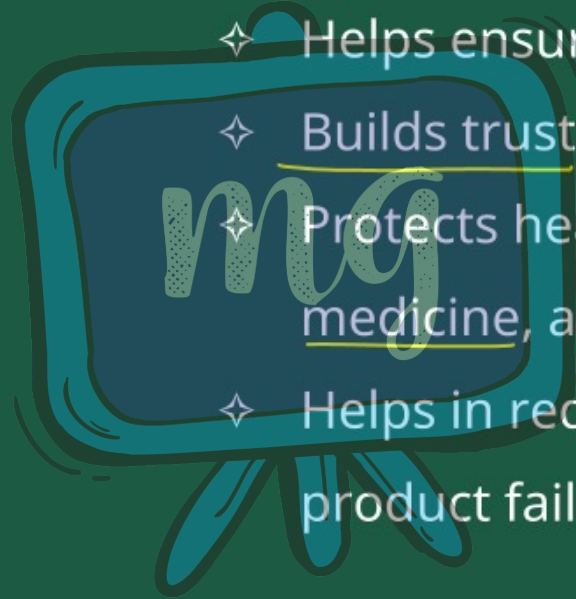
## Answer :

### ▣ Importance of Certification Marks

- ✦ ISI (Indian Standards Institute): Certifies industrial and electrical goods.
- ✦ Agmark : Certifies food products like edible oils, cereals.
- ✦ Hallmark : Ensures purity and standard of gold and jewellery.
- ✦ +F Logo : Used for fortified food items.

## ▮ Benefits for Consumers

- ✦ Helps ensure product quality and safety.
- ✦ Builds trust in the brand and product.
- ✦ Protects health by certifying food, medicine, and essential goods.
- ✦ Helps in redressal cases if a certified product fails standards.





## ▮ Limitations

- ✦ Not all goods are mandated to carry certification.
- ✦ Fake certification marks can mislead consumers.
- ✦ Many local producers bypass quality checks due to weak enforcement.
- ✦ Consumers may not understand the significance of these marks.

