

## CHAPTER-5 | Consumer Rights

QUIZ  
PART-03

1. What does the Right to Choose ensure for consumers?
- A. They buy only government products
  - B. They cannot compare products
  - C. They can buy products without being forced to purchase unwanted items
  - D. They must buy products in sets (C)

**Explanation:** Right to Choose allows consumers freedom to buy products without being forced to buy additional unwanted items.

2. What does the Right to Seek Redressal allow consumers to do?
- A. Buy more products
  - B. Ignore defective products
  - C. Get compensation for damage caused by unfair practices
  - D. Sell products in market (C)

**Explanation:** It allows consumers to seek compensation if damage is done due to unfair trade practices.

3. What is the full form of COPRA?
- A. Consumer Operational Rights Act
  - B. Consumer Protection Act
  - C. Consumer Production and Regulation Act
  - D. Consumer Organisation and Rights Act (B)

**Explanation:** COPRA stands for Consumer Protection Act, 1986.

4. At which level are claims exceeding ₹10 crore handled under COPRA?
- A. District Level
  - B. State Level
  - C. National Level
  - D. Zonal Level (C)

**Explanation:** Claims above ₹10 crore are handled by the National Consumer Disputes Redressal Commission.

5. What system did COPRA establish for consumer complaints?
- A. Single national court
  - B. 5-Tier Judicial system
  - C. 3-Tier Quasi-Judicial system
  - D. Local panchayat-level board (C)

**Explanation:** COPRA established a 3-tier quasi-judicial system: District, State, and National Commissions.

6. What does the Right to Representation provide to consumers?
- A. Right to sell products
  - B. Right to be silent in courts
  - C. Right to represent themselves in Consumer Commissions
  - D. Right to advertise products (C)

**Explanation:** Consumers have the right to represent themselves in Consumer Disputes Redressal Commissions.

7. Which amendment year strengthened COPRA to cover online purchases?
- A. 2015
  - B. 2017
  - C. 2019
  - D. 2021 (C)

**Explanation:** COPRA amendments in 2019 included online purchases and mediation for dispute settlement.

8. What modern option is available for filing consumer complaints?
- A. Only physical forms
  - B. Online complaints
  - C. Complaints via newspapers
  - D. Complaints through TV ads (B)

**Explanation:** Consumers can now file complaints online as a modern and convenient option.

9. What was Prakash's complaint about?
- A. Defective cooker
  - B. Money order not reaching recipient
  - C. Expired food purchase
  - D. Overpriced medicine (B)

**Explanation:** Prakash filed a complaint when his money order failed to reach his daughter.

10. Which department supports consumer rights at both national and state levels?
- A. Health department
  - B. Education department
  - C. Consumer Affairs department
  - D. Transport department (C)

**Explanation:** Consumer Affairs departments at central and state levels support consumer rights and awareness.