

CHAPTER-5 | Consumer Rights

QUIZ
PART-04

1. What are ISI and AGMARK?

- A. Advertising agencies
- B. Government departments
- C. Certification marks
- D. Legal courts (C)

Explanation: ISI and AGMARK are certification marks ensuring product standards.

2. For which products is ISI marking mandatory?

- A. Only for food items
- B. For products affecting health and safety
- C. For imported products only
- D. For all products sold in India (B)

Explanation: ISI mark is mandatory for products that affect consumer health and safety like LPG cylinders and cement.

3. Which is an example of a product requiring certification?

- A. Shoes
- B. LPG cylinders
- C. Mobile covers
- D. Wooden chairs (B)

Explanation: LPG cylinders require certification to ensure safety standards.

4. When is National Consumers' Day observed in India?

- A. January 26
- B. October 15
- C. December 24
- D. March 15 (C)

Explanation: National Consumers' Day is observed on 24 December in India.

5. What is a major challenge for consumer movements in India?

- A. High public awareness
- B. Fast legal processes
- C. Lack of proper receipts by consumers
- D. Free legal help for all (C)

Explanation: Consumers often lack proper receipts or documentation to support their claims.

6. Which of the following is NOT a major challenge for consumer movements?

- A. Lack of proper documentation
- B. Slow process of rights awareness
- C. Weak enforcement in unorganized sector
- D. Fast and free legal aid (D)

Explanation: Fast and free legal aid is not a challenge; it is a support, while others are hurdles.

7. What is one suggested step for better consumer protection?

- A. Reduce awareness campaigns
- B. Stricter enforcement of laws
- C. Abolish certification marks
- D. Delay complaint redressal (B)

Explanation: Stricter enforcement of laws is needed to strengthen consumer protection.

8. What is a limitation of consumer movements in India?

- A. All groups are well organized
- B. Compensation process is fast
- C. Legal help is always free
- D. Only a few groups are well organized (D)

Explanation: Only a few consumer groups in India are well organized and effective.

9. What does AGMARK certify?

- A. Food products' quality
- B. Electrical goods safety
- C. Mobile networks
- D. Vehicles (A)

Explanation: AGMARK certifies the quality of agricultural and food products.

10. What is one reason why consumer rights awareness is slow?

- A. High literacy rate
- B. Strong consumer groups
- C. Lack of effective campaigns
- D. Free online education (C)

Explanation: Lack of effective awareness campaigns makes consumer rights awareness slow.