

BHARATIYA VIDYA BHAVAN'S V.M.PUBLIC SCHOOL, VADODARA
SESSION 2017-18
Question Bank

Class : XII Commerce

Subject : Business Studies

Chapter 12
Consumer Protection

1. Which consumer right gives the business firm freedom to set up their own consumer service and grievance cell?
2. Ahmed wants to buy an iron. As an aware customer how can he be sure about the quality of iron?
3. Mohit filed a case against 'Domestic Cooling Ltd.' in the 'District Forum', but was not satisfied with the orders of the District Forum. Where can he appeal further against the decisions of District Forum?
4. Ram wants to buy ghee. How can he check the quality of product?
5. Amrit filed a case against 'Volvo Ltd.' in the 'State Commission'. But he was not satisfied with the orders of the 'State Commission'. Name the authority to which he can appeal against the decisions of 'State Commission'.
6. Can a consumer file complaint in consumer court without having cash memo?
7. Name any two consumer rights.
8. List any three consumer organizations in India.
9. Who is a consumer?
10. Why is consumer protection required in India?
11. Suggest any three remedies or reliefs available to consumer on his complaints.
12. Can a consumer appeal against the judgement of National Commission? If yes, than where?
13. Who can file a complaint in consumer court?
14. Explain the following as ways and means of consumer protection: (i) Consumer Awareness (ii) Government.
15. Rita wants to buy a packet of juice. As an aware customer how can she be sure about the quality of juice she plans to buy?
16. When or under what circumstances the complaints can be filed?
17. Name two consumer rights defined by UNO.
18. Rajiv, a vegetarian was traveling in Rajdhani Express was served food and later he found out that it had a non-vegetarian content. His sentiments were hurt. Will Rajiv be able to claim compensation, which right of the consumer is violated?