

Girls' High School & College , Prayagraj

Session: 2020 - 2021

Class: 12 C

Subject: Commerce

Worksheet: 04

Note: Parents are expected to ensure that the student spends two days to read and understand the chapter according to the books and websites referred (or any other reference book and relevant website) and thereafter answer the given questions.

Books: ICSE Commercial Applications Part II (of class 10th) by Dr. C.B. Gupta.

ISC Commerce Volume II (of class 12th) by Dr.C.B.Gupta.

Websites / Links :

www.wikipedia.com

www.studiestoday.com

<https://books.google.com>

<https://www.ndl.gov.in/> (National Digital Library)

Chapter: L-15 CONSUMER PROTECTION

Answer the following questions in short:

1. Give two examples of exploitation of consumers.
2. What do you mean by the “Theory of trusteeship” ?
3. What is meant by “The Right to Consumer Education” ?
4. How does business community ensure consumer protection through self discipline?

5. Define:
 - a. The Right to Choose
 - b. The Right to be Heard
 - c. The Right to seek Redressal
6. Define the Consumer Protection Act, 1986.
7. What remedies are available to consumers under the Consumer Protection Act ?
8. Who is a consumer?
9. Who is not a consumer?
10. Who can file a complaint under the Consumer Protection Act?

Answer the following questions in detail:

1. Explain the need for consumer protection.
2. Write a short note on:
 - a. The Right to Safety .
 - b. The Right to be Informed.
3. Discuss the responsibilities of consumers.
4. Explain the Government Control (Legislative Measures) for the protection of consumers.
5. Discuss any five features of the Consumer Protection Act.
6. What are the important features of District Forum?
7. Discuss the working of a State Commission.

8. Write a short note on National Commission.
9. Against whom the complaint can be filed under the Consumer Protection Act?
10. Explain the role of consumer organisations and NGOs in consumer protection.

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