



INDIAN SCHOOL NIZWA - WORKSHEET

BUSINESS STUDIES

CH: 12 CONSUMER PROTECTION

Name: _____

Date: _____

Class: XII Sec: B

- 1 What is Consumer Protection?
- 2 Define a consumer as per the Consumer Protection Act, 1986.
- 3 Discuss the rights that consumers enjoy.
- 4 State the responsibilities of a consumer.
- 5 Why was consumer protection act, 1986 enacted?
- 6 Under what circumstances complaints can be filed?
- 7 What are the redressal agencies under the consumer protection act 1986?
- 8 Within what period the complaint must be filed?
- 9 Who can file a complaint?
- 10 Discuss the grievance redressal machinery under the Consumer Protection Act.
- 11 State the relief available to consumers.
- 12 Explain the role and functions of consumer organisation and NGO.
- 13 Discuss the ways by which the objective of Consumer Protection can be achieved.
- 14 Name the quality certification mark used in case of food products.
- 15 When did the provisions of consumer protection act come into force?
- 16 Which consumer right gives the freedom to business firms to set up their own consumer service and grievances cell?
- 17 On which type of products can Agmark be used?
- 18 On which day , the World Consumer Rights Day is celebrated?
- 19 If a case is decided by the District Forum, can it be appealed before the Supreme Court.
- 20 On which type of products is ISI mark, Hallmark used?