

## Consumer Protection

### MCQ

- \_\_\_\_\_ states that a consumer should know the reliefs available to him in case of product or service falls short of his expectations .  
(a) Right to Safety (b) Right to Seek Redressal (c) Right to be informed (d) Right to Consumer Education
- The Consumer Protection Act provides relief to customers such as replacement of product , removal of defect in the product, compensation for any loss or injury suffered by the consumer. Which consumer right has been highlighted in this statement.  
(a)Right to Safety (b) Right to Seek Redressal (c) Right to be informed (d) Right to Consumer Education
- \_\_\_\_\_ states that, the consumer has a right to pick a product from a variety of products at competitive prices.  
(a)Right to Safety (b) Right to choose (c) Right to be informed (d) Right to Consumer Education
- Most of the reputed firms have set up consumer service and grievance cells to listen to the consumers complaints and take appropriate steps to redress their grievances. Which consumer right been highlighted in this statement. Which consumer right has been highlighted in this statement.  
(a) Right to heard (b) Right to Seek Redressal (c) Right to be informed (d) Right to Consumer Education
- \_\_\_\_\_ States that , the consumer has a right to file a complaint and to be heard in case of dissatisfaction with a product.  
(a) Right to heard(b) Right to Seek Redressal (c) Right to be informed (d) Right to Consumer Education
- Mahesh bought a packet of chips from a local shopkeeper and found that the ingredients given on the lable were not legible. He complained about it to the company . The company sent a written apology stating that they will make sure that existing packets are withdrawn from the market and new packets with legible labels are soon made available. Which Consumer right has been Mahesh exercised.  
(a) Right to heard(b) Right to Seek Redressal (c) Right to be informed (d) Right to Consumer Education
- Rajesh Pal, a marketing manager is a patient of diabetes for which he take medicines regularly . One day, on his tour to Patna , he met with an accident and was hospitalized. Due to doctors negligence a delicate nerve of his right leg was cut rendering him crippled throughout his life. Which consumer right that has been violated by the doctors under the Consumer Protection Act , 1986 in the above situation.  
(a) Right to heard(b) Right to Seek Redressal (c) Right to safety (d) Right to Consumer Education
- Which of the following is not a reason for importance of consumer protection from the point of view of consumers?  
(a) Consumer ignorance (b) Consumer Apathy (c) Consumer Exploitation (d) Unorganised Consumers.
- From the point of view of business which one of the following is a reason because of which consumer protection is important?  
(a) Dynamic Environment (b) Fast Technological Development (c) Government intervention (d) Competitive Market
- Which one of the following is not a consumer right?  
(a) Right to heard(b) Right to Seek Redressal (c) Right to be Discount (d) Right to Consumer Education
- Which of the following Consumer Organisation and NGOs is not in New Delhi ?

- (a) Consumer Co-ordination Council
  - (b) Consumer Protection Council
  - (c) Common Cause
  - (d) Voluntary organisation in Interest in Consumer Education
12. Which of the following cannot file a complaint under Consumer Protection Act,1986?
- (a) Any consumer under the definition of Consumer Protection Act
  - (b) Central or State Government
  - (c) Legal heir of a deceased consumer
  - (d) A person who obtains the goods with no consideration.
13. An appeal for the compensation by a consumer can be made to the Supreme court.
- (a) Where the value of goods along with compensation claimed exceed 1 crore
  - (b) When the appeal has been made at state Commission but the aggrieved party is not satisfied with the decision of National commission.
  - (c) Where the aggrieved party is not satisfied with the decision of nation commission and the value of goods along with the compensation claimed exceeds 1 crore.
  - (d) Where value of goods along with the compensation exceeds 1 crore irrespective of the appeal made at any level.
14. Which of the following statements is false about responsibilities of a consumer :
- (a) Consumer must follow the instructions and use the product safety .
  - (b) Consumer must ask for cash memo . i.e proof of purchase
  - (c) Consumer must file a complaint in a consumer court even if the amount of loss is small.
  - (d) A consumer must encourage unethical practices like black marketing , hoarding etc.
15. Who cannot file the complaint under the consumer Protection Act:
- (a) Any consumer Protection Council
  - (b) The Central Government or any State Government
  - (c) One or more consumers, on behalf of numerous consumers having the same interest
  - (d) A legal heir or representative of a deceased consumer.
16. Mukul purchased a sports car for Rs 21 lakhs from a automobile company and found it being defective. Despite many complaints, the defect was not rectified. He filed a complaint at appropriate but was not satisfied with its order. Now where can be appeal and within how many days ?
- (a) National Commission , within 30 days
  - (b) National commission , with in 60 days
  - (c) Supreme court, within 30 days
  - (d) Supreme court, within 60 days
17. “ Consumer organisations help a consumer to complain by performing the function of encouraging consumers to strongly protest and take an action against unscrupulous exploitative and unfair trade practices of seller . “ Which consumer right has been highlighted in this statement
- (a) Right to heard (b) Right to Seek Redressal (c) Right to be informed (d) Right to Consumer Education
18. The National Commission consists of a President and \_\_\_\_\_ other members. One of whom should be a women.
- (a) At least six (b) At least four (c) at least two (d) at least three
- 20 Identify the importance of consumer according to consumers point of view .
- (a) Consumer ignorance (b) Government intervention (c) Moral justification (d) Social responsibility
- 21 Rights of Consumer protection are protected under
- (a) Consumer protection Act , 1988 (b) Consumer protection Act , 1984 (c) Consumer protection Act , 1982 (d) Consumer protection Act , 1986

- 22 Consumer Should use ISI marked appliance is an example of :  
 (a) Right to safety (b) Right to be informed (c) Right to choose (d) Right to be heard
- 23 Consumer can ask anything regarding date of manufacture, price , quantity etc. is an example of  
 (a) Right to choose (b) Right to safety (c) Right to be informed (d) ) Right to be heard
- 24 How many District Commissions are there in India .  
 (a)647 (b) 644 (c) 640 (d) 646
- 25 Which consumer right provides a safeguard for consumers against goods and services which are hazardous to health?  
 (a)Right to choose (b) Right to safety (c) Right to be informed (d) ) Right to be heard
- 26 The consumer has a right to get relief in case of defective goods or deficient services as per the  
 (a) )Right to choose (b) Right to seek redressal (c) Right to be informed (d) ) Right to be heard
- 27 Which of the following statement is not correct ?  
 (a) A user of a manufactured defective goods, used with the approval of buyer, can file a case against manufacturer of defective goods.  
 (b) A consumer can file a complaint against a manufacturer of defective goods.  
 (c) A seller, from whom the consumer had purchased the goods can file a case against manufacturer of defective goods.  
 (d) A buyer of the goods for which full payment is not yet made but promise to pay in future , canfile a case against manufacturer of defective goods.
- 28 Appeal against the National Commission can be done in  
 (a) District Forum (b) High court (c) State commission (d) Supreme court
- 29 What relief is available to a consumer who suffered due to consumption of medicine beyond its expiry date?  
 (a) To get a reasonable amount of compensation for loss suffered  
 (b) To get the expired medicine replaced by a new one.  
 (c) To get the refund of the price paid for the medicine  
 (d) All the above.
- 30 Who is not a consumer under consumer Protection Act?  
 (a) Any person who buys any goods for a consideration  
 (b) Any person who buys goods and uses them exclusively for the purpose of earning his livelihood by means of self employment.  
 (c) Any person who avails services with the approval of hirer  
 (d) Any person who obtains goods for resale or commercial purposes.
- 31 When was consumer protection Act enacted?  
 (a) 24<sup>th</sup> October 1986 (b) 15<sup>th</sup> June 2005 (c) 24<sup>th</sup> December 1986 (d)1<sup>st</sup> January 1986
- 32 COPRA stands for :  
 (a) Consumer Protection Act (b) State Consumer court (c) National Commission (d) All the above
- 33 COPRA doesn't propose formation of :  
 (a) National consumer court (b)State consumer court (c) District consumer court (d) High court.
- 34 Which one of the following is consumer disputes redressal agency ?  
 (a) District forum (b)State Commission (c) National Commission (d) All of the above.
- 35 Where does an aggrieved person can appeal against National Commission?  
 (a) Supreme Court (b) Civil Court (c) High Court (d) None
- 36 If a person is not satisfied by the order made by District Forum , then an appeal for such order to the state commission can be made with in : (a) 60 days (b) 90 days (c) 1 month (d) 30 days
- 37 How many state Commissions are there in India?  
 (a) 644 (b) 365 (c) 544 (d) 465
- 38 Which option is incorrect in context of District Forum?  
 (a) District forum consists of a President and 2 other members, one of whom should be a woman .

- (b) They all are appointed by District magistrate
  - (c) complaint can be made to the appropriate District Forum when the value of the goods or services in the question, along with the compensation claimed does not exceed Rs 20 lakhs
  - (d) The aggrieved party can appeal before State Commission within 30 days, if not satisfied with the decision of district forum.
- 39 Where does an aggrieved person can appeal against district forum?
- (a) High court (b) Supreme court (c) State commission (d) National commission.
- 40 On Rupesh's Complaint, the state commission directs Vinayak to pay Rs 15 lakhs as compensation. Vinayak, however, does not comply with the order. Therefore, the state commission punishes Vinayak with imprisonment for a period of 1 year. Vinayak decided to file an appeal against this order; however 2 months have elapsed from the date of order. What remedy does Vinayak have ?
- (a) He can again file case in State Commission
  - (b) He can approach national commission
  - (c) He can't approach any consumer court as the time period is more than 30 days
  - (d) He can approach district forum as new case.
- 41 Atishay buys a mobile phone from On Rupesh for Rs 40,000. One week later, while Atishay uses his mobile, it explodes and causes severe burns to Atishay. On Atishay's complaint to Rupesh for replacement, Rupesh refuses to replace. Name the right which is being violated by Rupesh .
- (a) Right to Safety (b) Right to Seek Redressal (c) Right to be heard (d) Right to Consumer Education
- 42 Who can file a complaint ?
- (a) Any Consumer (b) Any registered consumer's association (c) A legal heir or representative of a deceased consumer (d) The central Government or any state Government
  - (i) a,b (ii) a,b,c (iii) only a (iv) All the above.
- 43 A painter purchased a painting machine to paint the house of a very important customer. While painting, due to a malfunctioning in the painting machine, paint spills on the expensive wooden furniture of the customer. The customer terminated the painting contract with the painter due to this incident. Can the painter approach the consumer court to seek damages from the company ?
- (a) Yes, as he is a consumer and is using machinery for earning livelihood
  - (b) No, as he is using it for commercial purpose.
  - (c) No, as company has transferred the ownership of machinery to the painter.
  - (d) Yes, as his painting contract is terminated and he has to get compensated
- 44 Who among the following is NOT protected as a consumer according to the Consumer Protection Act in India?
- (a) A mother who buys baby food for her baby.
  - (b) A juice shop owner who buys a juicer to make juice for his customer.
  - (c) A reader of a newspaper who finds a false advertisement about a product he owns
  - (d) Khushi uses a new mobile connection.
- 45 Which statement is correct ?
- (i) National commission is set up by the central government
  - (ii) State commission is set up by State government
  - (iii) State government set up District Forum.
  - (a) I,ii (b) I,ii,iii (c) ii,iii (d) none is correct
- 46 Which of the following activities lie within the scope of consumer protection?
- (a) Educating consumers about their rights and responsibilities
  - (b) Helping consumers in getting their grievances redressed
  - (c) Protecting the interests of consumers
  - (d) All the above

- 47 Jagga stated a small stationery shop in the nearby market. In pursuit. In pursuit of earning higher profits in a short term, he overpriced all his products by 20 % . Gradually, the consumers understood his pricing strategy and stopped coming to his shop for making any purchase. Identify the related point highlighting the importance of consumer protection from businessmen’s point of view.
- Long term interest of business is assured.
  - Business uses society’s resources so they need to safeguard consumer’s interests.
  - Social responsibility towards consumers as an important group.
  - It is the moral obligation of the businessmen to give due consideration to the consumer’s interests.
- 48 Dipika Pallikal , the Padma Shri recipient, in a petition filed in 2012 said that she had faced humiliation and loss of reputation ,as a transaction using a bank’s debit card at a hotel in the Netherlands’ Rotterdam failed , though she had a balance of more than 10 times the billed amount in her account. The bank claimed that the incident was a case of “ force majeure” which means a natural and unavoidable catastrophe or an act of god, and was beyond is control. A consumer court in chennai has directed the bank to pay a compensation of Rs 5 lakh to Dipika Pallikal for “ deficiency in service” The bank was also directed to pay her Rs 5000 as expenses. Identify the right of consumers being exercised in the given case .
- Right to safety
  - Right to be heard
  - Right to seek redressal
  - Right to consumer education
- 49 When Aardhya , in spite of paying the full price of the plot as per the terms and conditions of the allotment letter, was not given the possession of the plot by the builder, she filed a case in the state commission. Identify the right of consumers being exercised in the given situation.
- Right to safety
  - Right to be heard
  - Right to seek redressal
  - Right to consumer education
- 50 Ranjan bought a bottle of soft drink of a famous beverages company and found a gutka pouch floating inside the bottle . He forwarded a legal notice to the company, accusing it of the deficiency in service that could cause health hazard to the consumer.
- Right to safety
  - Right to be heard
  - Right to seek redressal
  - Right to consumer education
- 51 Siddhartha booked several rooms in a reputed five- star hotel in Goa for his destination wedding. On the day of his wedding, when his friend Ramandeep, after attending the Lunch party, returned to his room to take a shower, he had a fall in the bathroom . The bathroom was three stairs down to the bathing area and there was a handle bar to the right. On the second step, Ramandeep slipped badly and fell on his face with a great force, resulting in multiple fractures. He filled a case against the hotel for compensation for the injuries differed due to faulty designing of its room. Identify the right of consumers being violated in the given case.
- Right to safety
  - Right to be heard
  - Right to seek redressal
  - Right to consumer education
- 52 A consumer court in Pune slapped a Rs 55,000 fine on a reputed online food –delivery company along with a hotel for delivering non-vegetarian dish. He had ordered paneer butter masala but was delivered butter chicken instead . When he reportedly registered the complaint, the hotel promised to replace it and send another parcel of food with the correct dish. However, Deshmukh allegedly received butter chicken instead of paneer butter masal the second time as well. Deshmukh sent notices to both the restaurant and the online food – delivery company for “ Hurting religious sentiments” Identify the right of consumers being violated in the given case.
- Right to safety
  - Right to be heard
  - Right to seek redressal
  - Right to choose
- 53 A popular nationalized bank has been fined Rs 8 lakh by the country’s highest consumer court, National Consumer Disputes Redressal Commission (NCDRC) for not shoring complete insurance policy details with a customer. The bank has been ordered to pay the full amount as compensation to the customer. Identify the right of consumers being violated in the given case.
- Right to safety
  - Right to be heard
  - Right to seek redressal
  - Right to information

- 54 Naina, her husband and her two minor daughters were travelling from Mumbai to Delhi, availing a company's flight services in 2018. The airlines had issued boarding passes to all of them. Naina claimed in her plea that the airlines left all her family at the Mumbai airport without informing them, despite their being in the airport premises. The family had to stay in a hotel and purchase new tickets the next day. The state consumer Disputes Redressal commission (SCDRC). On hearing the plea asked an airline company to pay Rs50,000 to Naina and her family. Identify the right of consumers being exercised in the given case.
- (a) Right to safety (b) Right to be heard (c) Right to seek redressal (d) Right to consumer education
- 55 Recently, Yamini purchased a pack of dog food for her pet. It was nowhere mentioned on the pack that it had to be mixed in lukewarm water in order to ensure easy digestion. Therefore, Yamini kept serving the food to her pet by mixing it in cold water. As a result, her pet fell ill and had to be hospitalized. Identify the right of consumers being ignored by the company marketing the pet food.
- (a) Right to choose (b) Right to be heard (c) Right to information (d) Right to consumer education
- 56 Which of the following types of cases are filed in the State Commission?
- (i) When the value of the goods or services in question, along with the compensation claimed, exceeds Rs 20 lakhs but does not exceed Rs 1 crore
- (ii) When the value of the goods or services in question, along with the compensation claimed, exceeds Rs 20 lakhs but does not exceed Rs 2 crore
- (iii) When the value of the goods or services in question, along with the compensation claimed, exceeds Rs 40 lakhs but does not exceed Rs 1 crore
- (iv) None of the above
- 57 Where can the aggrieved party appeal further in case he is not satisfied with the order of the District Forum?
- (a) National Commission (b) State commission (c) Supreme Court of India (d) All of the above
- 58 In case an aggrieved consumer is not satisfied with the decision of the State commission, he can make a further appeal in
- (a) National commission (b) District Forum (c) Supreme Court of India (d) All the above
- 59 In case an aggrieved consumer is not satisfied with the decision of the National commission, he can make a further appeal in
- (a) State commission (b) District Forum (c) Supreme Court of India (d) All the above
- 60 Which of the following statements is not true with regard to the District Commission?
- (a) It consists of a President and three other members, one of whom should be a woman.
- (b) The members are appointed by the District Government.
- (c) A complaint can be made to the appropriate District Forum when the value of the goods or services in question, along with the compensation claimed, does not exceed Rs 10 lakhs.
- (d) All of the above.
- 61 Which of the following statements is true with regard to the State Commission?
- (a) It consists of a President and not less than other members, one of whom should be a woman.
- (b) The members are appointed by the State Government concerned.
- (c) A complaint can be made to the appropriate State commission when the value of the goods or services in question, along with the compensation claimed, exceeds Rs 20 lakhs but does not exceed Rs 1 crore.
- (d) All of the above

- 62 Which of the following statements is not true with regard to the National Commission?
- It consists of the President and at least five other members, one of whom should be a woman.
  - The members are appointed by the central Government.
  - A complaint can be made to the National Commission when the value of the goods or services in question, along with the compensation claimed, exceeds Rs 1 crore.
  - Where the aggrieved party was not satisfied with the order of the National Commission, the case can be taken to the Supreme Court of India.
- 63 Yash had severe pain in his throat, so he called up the doctor and asked for a telephonic servant to get a sachet from a local chemist with a cash memo. After consuming the sachet, he started feeling more ill, so he picked up the empty sachet and started reading the label. To his utter dismay, the sachet had already expired last month. Which of the following remedies is not available to him any longer as a consumer.
- To withdraw the hazardous goods from sale.
  - To replace the defective product with a new one.
  - To refund the price paid for the product.
  - To pay a reasonable amount of compensation for any loss suffered by the consumer due to the negligence of the opposite party.
- 64 Which of the following functions are carried out by the consumer organisation?
- Publishing periodicals to impart knowledge about consumer issues.
  - Providing legal assistance to consumers
  - Filing complaints in appropriate consumer courts on behalf of the consumers.
  - All of the above.
- 65 Due to the negligence of the doctors, Johar passed away within a week's time after his surgery of the spine. Which of the following parties can not file a case in this regard?
- The consumer
  - Any registered consumers' association
  - A legal heir or representative of a deceased consumer
  - All of the above.

### Fill ups

- Ask for a \_\_\_\_\_ on purchase of goods and services. This would serve as a proof of purchase made.
- Business firms should aim at long term profit maximization through \_\_\_\_\_
- A business has social \_\_\_\_\_ towards various interest groups.
- When a consumer feels exploited. He/she has the right to approach a \_\_\_\_\_ to file a complaint.
- Replacement of a damaged product is one of the \_\_\_\_\_ available to the consumer.
- Each State Commission consist of a \_\_\_\_\_ and not less than \_\_\_\_\_ one of whom should be a \_\_\_\_\_.
- A complaint can be made to the appropriate State Commission when the value of goods and services, along with the compensation claimed between \_\_\_\_\_.
- \_\_\_\_\_ emphasis that consumer should purchase the standardized products only.
- \_\_\_\_\_ implies that the marketer should offer a wide variety of products in terms of quality, brand, prices, size etc and allow the consumers to make a choice from amongst these.
- \_\_\_\_\_ says that the consumer has a right to file a complaint in case of dissatisfaction with a good or service.
- As per \_\_\_\_\_, the manufacturer should provide the complete information about the product or the package and label of the product.

12. \_\_\_\_\_ emphasis that business firms should set up their own consumer service and grievance cell.
13. There are \_\_\_\_\_ number of State commission in India.

**True/ False:**

1. Redressal through consumer Protection Act, 1986 is expensive and slow way of solving their grievances.(T/F)
2. Consumer Protection Act only includes educating consumers about their rights and responsibilities (T/F)
3. Right to consumer education is not a consumer right. (t/F)
4. NGOs does not take initiative in filing cases in consumer courts in the interest of general public. (t/f)

**Match the followings**

1

Column I	Column II
(a)Right to seek redressal	(i)The consumers has a right to acquire knowledge
(b)Right to choose	(ii)The consumer has the freedom to choose from a variety of products
	(iii)The consumer has a right to get relief in case the product or service falls short of his expectation.

2

Consumer Right	Explanation
(i) Right to choose	(a) Provides consumer association , educational institutions and policy makers can play an important role,.
(ii) Right to Safety	(b) Provides the consumer to approach the government and public bodies when decisions ang policies are made, which can hamper consumer interests
(iii) Right to consumer Education	(c ) Provides the consumer must be assured whenever possible access to a variety of goods and services at a competitive prices.
(iv) Right to be Heard	(d ) Provides a safeguard for consumers against goods and services which are hazardous to health.

- (a) I-a,ii-b, iii-c, iv-d (b) i-c,ii-d,iii-a, iv-b (c) i-b,ii-a,iii-d,iv-c (d) i-d,ii-c,iii-b iv-a

3

Standardized Marks	Product
(i) ISI	Jewellery
(ii) FPO	Electrical
(iii) Hallmark	Food
(iv) Agmark	Agricultural Product

- (a) I-a,ii-b,iii-c,iv-d (b) i-c,ii-d,iii-a,iv-b (c) i-b,ii-c,iii-a, iv-d (d) i-d,ii-c,iii-b,iv-a

4

Consumer Right	Consumer Responsibility
(i) Right to be heard	(a) Study carefully all terms and conditions related to return/ replacement of defective goods, refund and warranty policies
(ii) Right to Seek Redressal	(b) Do not buy any spurious / fake / duplicate products
(iii) Right to Safety	(c) Do not get carried away by advertisement only or believe on the words of the seller
(iv) Right to consumer Education	(d) Ensures that the company has provided the contract details of consumer grievance handling system.

(a) i-a,ii-b,iii-c,iv-d (b) i-c,ii-d,iii-a,iv-b (c) i-b,ii-a,iii-d,iv-c (d) i-d,ii-a,iii-b,iv-c

### Very short answer type questions:

- In a news paper advertisement , it was advertised by a car dealer that Hyundai I20 gives a guaranteed mileage of 20 Km per liter. Mr Nishank Garg buys a i20 from his dealer and discovers that it never gives him a mileage of more than 14 km per liter. Is he entitled to file a consumer complaint against the Hyundai Company ?
- Bhavya doesn't read the directions when he assembles his new barbeque . He uses the wrong screws and the lid snaps off. Can he get a remedy from the store? Give reason in support of your answer.
- Talha khan orders a LED screen which was most likely caused during delivery. Can he get a repair, replacement refund from the showroom.
- Rohan runs a small tea stall near a railway station in Kanpur. He purchased 10 kg of potato chips from a local supplier. When the chips were sold to one of the customers, he complained that the chips were stale. When he forwarded this complaint to the supplier and asked him to take back the chips, the supplier refused to do so, Can Rohan file a case against the supplier in the given situation?
- Seema was very desperate to lose 10 kg of her weight , as one of her cousin's marriage was approaching. She came across an advertisement of a wellness centre in the newspaper which promised required weight loss within a span of 2 months. Seema joined the centre and paid the required consultancy. But to her dismay, she did not lose much weight within the stipulated time. As a consumer, she felt cheated but did not know what to do. Identify the related point of importance of consumer protection being highlighted in the given case.
- Upholding a district forum order, the Maharashtra State Consumer Disputes Redressal Commission ordered a bank to pay Rs 9.44 lakhs to a customer after Rs 6 lakh was fraudulently withdrawn from his account with an ATM card which he did not even possess. Why was the case initially filed in the district forum by the grieved customer?
- Abhishek went to the market to buy disposable glasses. He had two choices available at the shop: to either buy disposable glasses made from sugarcane or plastic. The shopkeeper told him that the mulch which is formed after extracting the juice has been removed from the sugarcane, and it is then heat-pressed into the desired shape of the product using a high pressure process to make sugarcane products and tableware. Although the price of plastic glasses was relatively much less than the eco- friendly glasses, Abhishek decided to purchase sugarcane glasses. Identify the related responsibility as per Consumer Protection Act being described in the given case.
- Seema bought an electric room freshener for her younger sister Reema as a birthday gift. Since she was in a hurry, she forgot to take a cash memo for the same from the shopkeeper. A week later, Reema told her that the room freshener was not working properly. When Seema approached the shopkeeper, he outrightly denied that the product had been purchased from his shop. Can Seema take a legal action against the shopkeeper?
- As Raghunath was not happy with the judgement passed by the District Forum with regard to his health insurance case, He was told that as a consumer , he can file an appeal before the State Commission and , thereafter, the order of the State Commission can be challenged before the National Commission if needed . Where can Raghunath make a further appeal in case he is not happy with the order passed by the National commission.?

- 10.** Madhurima bought a new mobile phone just two days before her best friend's wedding. She clicked photographs covering all wedding functions with the phone. The day after the wedding was over, the screen of the mobile phone went blank when she took the mobile to the service centre, she was told that many customers are facing this problem. Therefore, the company has decided to replace this model of the mobile with the new one. Madhurima was not happy to hear this, as she knew that the company can replace the mobile phone, but all the photographs will be lost. Therefore, the company has decided to replace this model of the mobile with the new one. Madhurima was not happy to hear this, as she knew that the company can replace the mobile phone, but all the photographs will be lost. Therefore, the company should compensate for that as well. Identify the type of relief that Madhurima seeks to obtain
- 11.** Garima subscribed to an online education package for her son and paid the required annual fees for the same. But she was unable to log onto the education portal. On contacting the concerned technical department of the company, she was told to install a particular software in her laptop in order to have an access to the education portal. She felt cheated as a consumer, as now she had to spend additional Rs 3000 on the purchase of the required software. Identify the consumer right being violated in the given case.
- 12.** In order to get rid of acne problem, Naman decided to buy a pack of anti acne cream online. When he logged on to the portal of a popular e-commerce website, he observed that there were 15 different companies offering antiacne cream. Identify the type of consumer right being promoted by the e-commerce company.
- 13.** While preparing the students for an inter school packaging competition, their teacher, Mr Sharma, emphasized on the fact that they must display the consumer helpline number on the package of the product. Identify the type of consumer right being discussed in the given case.