**Competency Based Questions**

**Business Studies**

**Class XII**

**Chapter 12 : Consumer Protection**

1. Your mother purchased a colour television for Rs. 70,000 without cash-memo from an authorized dealer of the manufacturer with a guarantee that the television will be replaced with a new one if any of its parts becomes defective within three months from the date of purchase.  Within 10 days a part of the television was burnt and on complaining the seller refused to replace the television.  Name the redressal agency under the Consumer Protection Act where your mother can file the complaint.

2. Himesh after completing his graduation started working with a multinational company in Delhi.  But due to ill health of his parents he had to go back to his village.  There he noticed that the villagers were literate but ignorant about their rights.  Many vegetable vendors were using stones as weights to sell their vegetables.  Some shopkeepers were selling food items without having ‘FPO mark’.  Villagers did not find anything wrong with these practices.  So to create awareness among villagers Himesh decided to publish a weekly Journal ‘Jan Jagriti’.  State the ‘Right’ which Himesh has exercised by doing so.

3. Anjana wants to buy a gold ring.  As an aware consumer, how can she be sure about the quality of gold ring she is going to buy?

4. Dushyant, who was a vegetarian, went to a snack bar for having French fries and later on found out that it has non-vegetarian content.  Neither the advertisement nor the packing of the product displayed that the product has non-vegetarian content.  Which right of the consumer is violated?

5.  Radhe Shyam moved from Muradabad to Mumbai to work as an artist in television serials.  On getting his first salary, he opened an account in a nearby commercial bank and also opted for ATM facility under ATM card.  After a few months, he lost his ATM Card and lodged a request with the bank for furnishing duplicate card.  Consequently, he was allotted duplicate ATM Card Number but that card was not given to him.  After a week, he received a SMS message on his mobile stating that sum of Rs. 10,000/- has been withdrawn form his account.  Since the duplicate ATM card was not given to him, he brought the debit entry in the notice of the bank.  The bank assured to repay that amount to him within 15 days after investigating the issue.  But, more than a month has passed sicne then and despite his persistent efforts the bank has not taken any action so far.  So, he files a case against the bank in the district forum.  The consumer court can issue a notice to the bank after being satisfied with the genuineness of the complaint and directs the bank to repay Rs. 10,000 to Radheshyam along with the compensation of Rs. 50,000.

Name the rights exercised by Radheshyam in the context of the above case.

6. Anita purchased a book from ‘Satish Book Stores’.  While reading the book she found that ten pages were missing.  She approached the seller of the book and complained about the missing pages.  The seller promised that if the publisher was ready to change the book he would change the same.  After a week the seller informed Anita that the publisher had refused to change the book.

Where can Anita file a complaint against the seller of book?

7. Shama purchased a branded electric Iron with ISI mark from Home Appliances Store. Shama found the iron defective on using it and approached Home Appliance Store. The manager agreed to send the iron back to the producer for replacement. The manufacturer did not agree to replace the faulty iron despite repeated requests and reminders.

Which consumer right is being violated by the manufacturer of irons?

8. Mahaesh suffered a severe asthmatic attack during a flight from Mumbai to Chennai when the oxygen mask above her seat that is to be used during fall in cabin pressure malfunctioned. As a result she was highly was distressed and decided to file a legal complaint against the private airline company claiming a compensation of Rs.2,00,00 for both physical and mental stress she suffered.

Where can Mahaesh file a legal complaint?