

UNIVERSITY OF CALICUT
AUDIT COURSE
IN
CONSUMER PROTECTION
(CBCSS - UG – REGULATIONS - 2019)

QUESTION BANK

(Choose the most appropriate answer from the alternatives given)

1. The objective of consumer protection law.
 - a) Protect the interest of consumers
 - b) Establish authorities for settling consumer disputes
 - c) Establish authorities for administering consumer disputes
 - d) **All the above**

2. E commerce has brought within the ambit of the Consumer Protection Act in the year.
 - a) 1986
 - b) 2009
 - c) **2019**
 - d) 1996

3. A consumer does not include
 - a) Buyer of goods
 - b) Hirer of service
 - c) Buyer for personal use only
 - d) **Buyer for commercial use also**

4. Which of the following is not an unfair trade practice?
 - a) Offering spurious goods
 - b) Not issuing bill
 - c) Disclosure of personal information of consumers
 - d) **None of the above**

5. The practice of allowing one of the parties to terminate the contract without any reasonable cause or unilaterally forms
 - a) **Unfair trade practice**
 - b) Unfair contract
 - c) Void contract
 - d) All the above

6. Unfair contract does not include contract
 - a) Contract between consumer and trader
 - b) Contract between consumer and consumer**
 - c) Contract between consumer and manufacturer
 - d) Contract between consumer and service provider
7. The product liability action for any harm or injury caused by defective good shalln't lie against
 - a) The seller
 - b) The manufacturer
 - c) The trader
 - d) The consumer**
8. The product seller who made express warranty that does not conform to the warranty made by the manufacturer is liable for
 - a) Unfair trade practice
 - b) Unfair contract**
 - c) Void contract
 - d) None of the above
9. In which of the following the product liability action shall not lie
 - a) For not warning about any danger that is commonly known or obvious.
 - b) Failure to take reasonable care in maintaining, assembling or inspecting the product.
 - c) The product seller made express warranty that does not conform to the warranty made by the manufacturer
 - d) None of the above**
10. Which is not an exception to sec 87 liabilities?
 - a) The consumer who himself misuses, alters or modifies the product and suffers harm as a result**
 - b) The product manufacturer has given adequate warnings for use of the product
 - c) For any danger that is commonly known or obvious.
 - d) Failure to take reasonable care in maintaining, assembling or inspecting the product by the seller.
11. Appropriate laboratory means
 - a) Laboratory recognized by central government
 - b) Laboratory recognized by state government
 - c) Organization recognized by the government for the purpose
 - d) All the above**

12. Complainant means:
- a) **Consumer**
 - b) Trader
 - c) Any consumer association registered or not
 - d) All the above
13. Commercial purpose does not include:
- a) Business purpose
 - b) Employment purpose
 - c) **Livelihood by self-employment**
 - d) Self-employment
14. Defect or deficiency is the shortcoming of quality etc that is required by
- a) By law in force
 - b) By contract
 - c) Claimed by the trader
 - d) **All the above**
15. Harm in relation to product liability includes
- a) Any harm caused to a product itself
 - b) Any damage to the property on account of breach of warranty conditions
 - c) Any commercial or economic loss
 - d) **Any loss of consortium or services**
16. Complaint filed by a person for claiming compensation for the harm caused to him
- a) Complaint
 - b) **Product liability action**
 - c) Civil dispute
 - d) Compensation claim
17. The product manufacturer means
- a) **Assembler of the goods**
 - b) Engaging in packing of goods
 - c) Engaging in repairs and maintenance
 - d) All the above
18. The product seller in relation to a product means
- a) a seller of immovable property
 - b) a provider of professional services
 - c) **a manufacturer who is also a product seller**
 - d) acts only in a financial capacity regarding sale of a product

19. Restrictive trade practice includes
- a) **Acts to impose on the consumers unjustified costs**
 - b) Falsely represents that the goods are of a particular standard
 - c) Representing feature which such goods or services do not have
 - d) All the above
20. Which is not an unfair trade practice?
- a) requiring manifestly excessive security deposits for contract performance
 - b) imposing disproportionate penalty over consumer on breach of contract
 - c) acts cause significant change in the rights of such consumer
 - d) **All the above**
21. The Central Consumer Protection Council is an
- a) Adjudicatory body
 - b) **Advisory body**
 - c) Tribunal
 - d) Civil court
22. Act or proceeding of the central authority shall be invalidated on account of
- a) Vacancy
 - b) Irregularity of proceedings
 - c) Defect in appointment
 - d) **None of the above**
23. The investigation wing comes under
- a) Consumer Protection Council
 - b) District Forum
 - c) **Central Consumer Protection Authority**
 - d) Independent organ
24. The head of the investigating wing of the Central Authority
- a) Commissioner Central Authority
 - b) Deputy Commissioner Central Authority
 - c) **Director General**
 - d) None of the above
25. The District Collector shall inquire into or investigate complaints regarding violation of rights of consumers on a reference from
- a) Central Consumer Protection Authority only
 - b) Commissioner of a regional office only
 - c) Or on a complaint received only
 - d) **All the above**

26. A complaint relating to violation of consumer rights can be filed before:
- a) the District Collector
 - b) the Commissioner of regional office
 - c) the Central Authority
 - d) Any one of the above**
27. The term 'product' includes
- a) Product in gaseous stage**
 - b) Human blood in blood bank
 - c) Human organs
 - d) None of the above
28. The product liability action means
- a) Action to return
 - b) Action to compensation**
 - c) Action to fine
 - d) All the above
29. Product liability is the responsibility of
- a) Product manufacturer**
 - b) Appropriate government
 - c) Product distributor
 - d) All the above
30. The provider of professional service is
- a) Product seller
 - b) Service Provider
 - c) Both a and b**
 - d) None of the above
31. For the purpose of Consumer Act the seller of a flat is considered as
- a) Seller of an immovable property
 - b) Product seller**
 - c) Service provider
 - d) All the above
32. Who is a product service provider?
- a) a person who provides any service in respect of a product**
 - b) a person who provides any service
 - c) a person who provide internet service
 - d) none of the above

33. Which is not a service for the purpose of the Act?
- a) Service made available to potential users
 - b) Service under a contract of personal service**
 - c) Both a and b
 - d) None of the above
34. Spurious goods means
- a) Falsely claimed to be new
 - b) Falsely claimed to be of a particular standard
 - c) Falsely claimed to be genuine**
 - d) All the above
35. On satisfaction as to prima facie case of unfair trade practice the Central Authority shall refer the matter involving public interest to
- a) Investigating wing
 - b) District collector
 - c) Regulator under any law
 - d) All the above**
36. The essence of marketing management
- a) Building values based on client portfolio**
 - b) High level of profitability
 - c) Building marketing strategies
 - d) Relationship with business partners
37. The basic characteristics of the concept of market development approach to consumer relations
- a) Responding to existing market structure
 - b) Construction of new needs and demands**
 - c) Identifying and understanding consumer preferences
 - d) Meeting of identified needs and demands
38. The basic characteristics of the concept of servant leadership approach to consumer relations
- a) Improving the competitive position of the company
 - b) Creation of new consumers
 - c) Responding to existing market structure**
 - d) Construction of new needs and demands

39. Effectiveness of actions taken in market development approach of consumer relations depends on
- a) **The persuasive ability of the company**
 - b) Flexibility of the company
 - c) Composition of values to satisfy the articulated needs of consumers
 - d) All the above
40. Effectiveness of actions taken in servant leadership approach of consumer relations depends on
- a) Persuasive ability of the company
 - b) The flexibility of customers.
 - c) **Flexibility of the company**
 - d) All the above
41. The first consumer organization was established by
- a) Mahatma Gandhi
 - b) Ralph Nader
 - c) Bata
 - d) **R.P.Dalvai**
42. Who declared the four consumer rights?
- a) **John F.Kennedy**
 - b) Mahatma Gandhi
 - c) Ralph Nader
 - d) R.P.Dalvai
43. Which is considered as the golden day in the history of consumer rights?
- a) 12th April 1949
 - b) **15th March 1962**
 - c) 9th April 1985
 - d) 25th March 1986
44. The book published in 1906 that prompted Theodore Roosevelt to enact the Meat Inspection Bill of 1906
- a) **The Jungle**
 - b) Your Money's Worth: A Study in the Waste of the Consumer's Dollars
 - c) Consumers' Club Commodity List
 - d) Unsafe at Any Speed

45. "A customer is the most important visitor on our premises..." Whose words are these?
- a) John F.Kennedy
 - b) Mahatma Gandhi**
 - c) Ralph Nader
 - d) R.P.Dalvai
46. Which of the following is not the right of a consumer in a free society?
- a) The right to choose
 - b) The right to be informed
 - c) The right to be heard
 - d) Right to bargain**
47. Right to safety right of the consumer implies
- a) Protection against the marketing in general
 - b) Protection against hazardous goods**
 - c) Protection against monopoly
 - d) Protection against higher prices
48. Which of the following are facts necessary to make informed choice?
- a) Fraudulent, deceitful or grossly misleading information
 - b) Advertising
 - c) Labeling
 - d) All the above**
49. Right to be heard by consumer implies
- a) Consideration in the formulation of governmental policy
 - b) Fair and expeditious treatment in its administrative tribunals**
 - c) Governmental regulation where free market is not possible
 - d) Only a and b**
50. The first consumer law was enacted at
- a) U.K
 - b) British India
 - c) Massachusetts**
 - d) Greece
51. The basis of European consumer protection statutes of 15th and 16th century
- a) Principle of Laissez faire
 - b) Principle of market
 - c) Principle of deterrence**
 - d) Principle of morality

52. What laid the precedent for independent regulatory agencies for protection of consumers in USA?
- a) **Inter-state Commerce Commission**
 - b) Federal Trade Commission
 - c) Import Drugs Act
 - d) All the above
53. The person behind the anti-adulterations legislations in USA in 1906
- a) John F.Kennedy
 - b) Mahatma Gandhi
 - c) **Dr. Harvey W. Wiley**
 - d) Roosevelt
54. Which of the following is the landmark development in the second stage of consumer movement in USA?
- a) Organization called Consumers Research Inc.
 - b) Consumer representation in the federal government
 - c) Wileys Poison Squad
 - d) **Only a and b**
55. Which of the following is the development in first stage of consumer movements in USA?
- a) Organization called Consumers Research Inc.
 - b) Consumer representation in the federal government
 - c) **Wileys Poison Squad**
 - d) Establishment of consumer unions
56. The person who become the unchallenged leader of the American consumer movement in the third stage of consumer movement in USA.
- a) John F.Kennedy
 - b) **Ralph Nader**
 - c) Dr. Harvey W. Wiley
 - d) Roosevelt
57. The consumer right that was incorporated by International Organisation of Consumers with Kennedy's three consumer rights
- a) The right to information
 - b) The right to choose
 - c) The right to be heard
 - d) **The right to redress**

58. Which was not part of the Kennedy's consumer rights?
- a) The right to information
 - b) The right to choose
 - c) The right to be heard
 - d) The right to basic needs**
59. The movement of consumerism started
- a) 1960s**
 - b) 1980s
 - c) 1780s
 - d) 1970s
60. Which is not the feature of consume movements?
- a) Protest movement
 - b) Mass movement
 - c) Government sponsored movement
 - d) None of the above**
61. When onwards 15th March is observed as World Consumer Rights Day?
- a) 1982
 - b) 1983**
 - c) 1985
 - d) 1962
62. Consumer education at school and college level is essential
- a) To know about the price of goods
 - b) To know about the industrial scenario of the country
 - c) To know about aggressive marketing strategies
 - d) Both b and c**
63. What constitute consume education?
- a) Concept formation
 - b) Activities
 - c) Empirical insights
 - d) All the above**
64. The first NGO dealing consumer grievances in India
- a) Bharat Sevak Samaj
 - b) Indian Association of Consumers**
 - c) National Consumer Association
 - d) Consumer voice

65. The main aim of consumer NGOs
- a) **Study the trend of prices**
 - b) Impart Assertiveness training
 - c) Inculcate referral and research skills
 - d) All the above
66. Which of the following comes under consumer responsibility?
- a) Critical awareness
 - b) Social responsibility
 - c) Solidarity
 - d) **All the above**
67. Which of the following constitute the solidarity responsibility of consumers?
- a) **Formulation of consumer groups**
 - b) Impact of their consumption behavior on other citizens
 - c) Not to waste scarce natural resources
 - d) To be alert and questioning about the goods
68. Which of the following constitute the environmental responsibility of consumers?
- a) Formulation of consumer groups
 - b) Impact of their consumption behavior on other citizens
 - c) **Not to waste scarce natural resources**
 - d) To be alert and questioning about the goods
69. Which of the following constitute the social responsibility of consumers?
- a) Formulation of consumer groups
 - b) **Impact of their consumption behavior on disadvantaged**
 - c) Not to waste scarce natural resources
 - d) To be alert and questioning about the goods
70. Which among the following is the main reason for large scale exploitation of consumers in India?
- a) Lack of critical awareness
 - b) Lack of environmental awareness
 - c) **Lack of solidarity**
 - d) Lack of social responsibility
71. The nature of Consumer Protection Act
- a) Preventive
 - b) Punitive
 - c) **Compensatory**
 - d) Both b and c

72. Selling of goods and services by purposeful misrepresentation of information by and ecommerce entity
- a) Cross selling
 - b) Flash sale
 - c) **Mis-selling**
 - d) All the above
73. Sale of goods or services which are complimentary to a purchase made by a consumer at a time from any ecommerce entity with an intent to maximise the revenue of such e-commerce entity
- a) **Cross selling**
 - b) Flash sale
 - c) Mis-selling
 - d) All the above
74. sale organized by an e-commerce entity at significantly reduced prices for a predetermined period of time on selective goods to draw large number of consumers
- a) Cross selling
 - b) **Flash sale**
 - c) Mis-selling
 - d) All the above
75. Liability of market place entity for negligent non delivery of goods by a registered seller to the consumer
- a) Cross selling liability
 - b) Flash sale liability
 - c) Mis-selling liability
 - d) **Fall back liability**
76. Which of the following rights is widely criticized as not adequately addressed in Consumer Protection Act of 1986?
- a) Right to safety
 - b) Right to information
 - c) **Right to satisfaction of basic needs**
 - d) None of the above
77. Which of the following is lacking in Consumer Protection Act of 1986?
- a) Redressal mechanisms
 - b) **Rights and liabilities of business organizations**
 - c) Rights of consumers
 - d) Procedural mechanisms

78. Which is not an ecommerce entity?
- a) *any person, who owns, digital or electronic facility or platform for electronic commerce, but does not include*
 - b) *any person who operates or manages digital or electronic facility or platform for electronic commerce*
 - c) *any person who manages digital or electronic facility or platform for electronic commerce*
 - d) ***any seller offering his goods or services for sale on a marketplace e-commerce entity***
79. What constitute direct selling?
- a) Marketing through network of sellers
 - b) Distribution through network of sellers
 - c) Marketing through permanent retail location
 - d) **Only a and b**
80. Who among the following is a product seller?
- a) Seller of immovable property
 - b) **Seller of flats or houses**
 - c) Professional service provider
 - d) Leases a product
81. Which of the following is not included in service?
- a) Contract for service
 - b) **Contract of service**
 - c) Service made available to potential users
 - d) None of the above
82. When can it be said that the seller charged excess price?
- a) Above that fixed by law
 - b) Above that displayed in the packet
 - c) Above as agreed between parties
 - d) **All the above**
83. What constitute harm under Consumer Protection Act 2019?
- a) Harm caused to product itself
 - b) Damage on account of breach of warranty
 - c) **Mental agony or emotional distress**
 - d) All the above

84. What constitutes product under Consumer Protection Act 2019?
- a) Human tissues
 - b) Blood
 - c) Blood products
 - d) Raw materials**
85. The product liability responsibility is vested upon
- a) Product manufacturer
 - b) Product seller
 - c) Service provider
 - d) All the above**
86. Who among the following is not product manufacturer?
- a) Maker of the product
 - b) Assembler of the product
 - c) Remanufacturer of the product
 - d) None of the above**
87. When shall the District commission review its orders?
- a) Error apparent on the face of the record
 - b) Its own motion
 - c) On an application made by any of the parties
 - d) All the above**
88. When shall the District commission replace the mediator?
- a) On information furnished by the mediator
 - b) On application by parties
 - c) On application from any person
 - d) All the above**
89. When the product liability action shall arise against a product service provider?
- a) Deficient or inadequate quality of service
 - b) Not in conformity with law
 - c) Due to omission
 - d) All the above**
90. Who among the following has product liability even if he that he was not negligent or fraudulent in making the express warranty of a product?
- a) Product manufacturer**
 - b) Product seller
 - c) Product service provider
 - d) None of the above

91. In which of the following cases of product liability claim that section 87 is applicable?
- a) **Failure to provide adequate warnings or instructions**
 - b) Failure to provide quality goods
 - c) Failure to provide quality services
 - d) All the above
92. Who is responsible for product if the identity of its manufacturer is not known?
- a) Product manufacturer
 - b) **Product seller**
 - c) Product service provider
 - d) None of the above
93. When the product liability shall lie against the product seller in case of alteration or modification of product?
- a) If done with the consent of manufacturer
 - b) If done with the consent of consumer
 - c) **If it constitutes the substantial factor of harm**
 - d) On compliance of all the above
94. Who is responsible in cases where harm is caused in spite of warning to the employer who purchased it for use at work place?
- a) Product manufacturer
 - b) Product seller
 - c) Product service provider
 - d) **Employer itself**
95. Who is liable if the complainant is under the influence of a drug prescribed by medical practitioner?
- a) **Product manufacturer**
 - b) Product seller
 - c) Product service provider
 - d) Complainant himself
96. When the caveat emptor principle shall be invoked in case of product liability action?
- a) Failure in providing warning by product seller
 - b) Failure in providing warning by product manufacturer
 - c) **Failure in providing warning commonly known or obvious**
 - d) All the above

97. In which of the following situations that the product seller is not liable for product liability action?
- a) **Failure of manufacturer in providing warnings**
 - b) In case of independent warranty by him
 - c) If the manufacturer is unknown
 - d) Both a and c
98. When shall sharing of information of consumer not amount to unfair trade practice?
- a) With the consent of the person
 - b) **In accordance with the law**
 - c) If satisfied by the entity in public interest
 - d) All the above
99. Which is the new redressal mechanism added by the Act of 2019?
- a) Civil court
 - b) Consumer forums
 - c) Arbitration
 - d) **Mediation**
100. The innovative provision regarding the protection of rights of the group—consumers, in 2019 Act
- a) Mediation process
 - b) Efiling of complaint
 - c) **Class action law suit**
 - d) All the above
101. Which one of the following is not an objective of Consumer Protection Act, 2019
- a) Protecting interests of Consumers
 - b) Establishing consumer dispute authorities
 - c) **Controlling trade on consumer perspective**
 - d) Settlement of consumer's disputes
102. Complainant under Consumer Protection Act, 2019 includes
- a) Consumer
 - b) Voluntary consumer association
 - c) State government
 - d) Central government
 - e) **All of them**

103. Given below are two statements, one labeled as Assertion (A), and the other labeled as Reason (R). Read the statements and choose the correct answer using the codes given below.

Assertion (A) –"goods" under Consumer Protection Act includes every kind of movable property

Reason (R) –But it does not include any food items

- a) Both A and R are true but R is not the correct explanation to A
 - b) A is true but R is false**
 - c) R is true but A is false
 - d) Both A and R are true and R is the correct explanation of A
104. Which of the following is the authority to redress dispute of consumer at state level?
- a) State Dispute Redressal Authority
 - b) State Consumer Protection Council**
 - c) State Consumer Dispute Centre
 - d) None of the above
105. Which of the following are the powers of Central Consumer Protection Authority
- a) Protect consumer's right
 - b) Prevent unfair trade practices
 - c) Prevent publication of misleading advertisements
 - d) All of the above**
106. How many sections are total in the Consumer Protection Act, 2019
- a) 100
 - b) 105
 - c) 107**
 - d) None of the above
107. Who is deciding the qualifications of president and members of District Consumer Dispute Redressal Commission?
- a) The President of India
 - b) Central Government**
 - c) State government
 - d) None of the above
108. What is the limitation period to file a complaint under Consumer Protection Act, 2019
- a) 6 months
 - b) 1 year
 - c) 18 months
 - d) 2 years**

109. Given below are two statements, one labeled as Assertion (A), and the other labeled as Reason (R). Read the statements and choose the correct answer using the codes given below.

Assertion (A) –Every order of a District Commission or the State Commission or the National Commission shall be final

Reason (R) –The order shall be final only if no appeal is preferred

- a) Both A and R are true but R is not the correct explanation to A
- b) A is true but R is false
- c) R is true but A is false
- d) Both A and R are true and R is the correct explanation of A**

110. Number of chapters in Consumer Protection Act, 2019

- a) 8**
- b) 10
- c) 6
- d) 7

111. The Consumer Protection Act, 2019 repealed

- a) Consumer Protection Act, 1986 & Sale of Goods Act
- b) Consumer Protection Act, 1986 only**
- c) Consumer Protection Act, 1986 & General Clauses Act
- d) None of the above

112. Who among the following given with the power to make rules under Consumer Protection Act, 2019

- a) State government
- b) Central government
- c) Both of above**
- d) None of the above

113. Compounding of offences under Consumer Protection Act is given by

- a) Section 95
- b) Section 99
- c) Section 97
- d) Section 96**

114. The Presidents and members of the District Commission, the State Commission and the National Commission, and officers and other employees thereof and other persons performing any duty under this Act, shall be deemed to be public servants within the meaning of section 21 of the Indian Penal Code.
- a) **True**
 - b) False
 - c) Partially true
 - d) Partially false
115. In which of the following circumstance a product manufacturer shall be liable
- a) The product contains a manufacturing defect
 - b) The product is defective in design
 - c) There is a deviation from manufacturing specifications
 - d) The product does not conform to the express warranty
 - e) **All of the above**
116. When did Consumer Protection Act, 2019 came into force:
- a) **July 2020**
 - b) August 2019
 - c) December 2020
 - d) None of the above
117. The Consumer Protection Act, 2019 applicable to
- a) Goods
 - b) Services
 - c) **Both of them**
 - d) None of them
118. “Consumer” includes any person who buys any goods for a consideration which has been paid or promised or partly paid and partly promised
- a) **True**
 - b) False
 - c) Partially true
 - d) Partially false

119. Given below are two statements, one labeled as Assertion (A), and the other labeled as Reason (R). Read the statements and choose the correct answer using the codes given below.

Assertion (A) –"direct selling" means marketing, distribution and sale of goods or provision of services

Reason (R)– It is done through a network of sellers, other than through a permanent retail location

- a) Both A and R are true but R is not the correct explanation to A
 - b) A is true but R is false
 - c) R is true but A is false
 - d) Both A and R are true and R is the correct explanation of A**
120. Identify the correctly matched pair
- I. Central Authority – Central Consumer Protection Authority
 - II. Repeal & Savings – Section 107
 - III. Applicability - Goods & Services
 - IV. Section 22 - Search & Seizure
- a) Only iv is correct
 - b) Only iv and i are correct
 - c) Only iv , i and ii are correct
 - d) All are correct**
121. Why did the consumer movement arise?
- a) High rates of products
 - b) Total false claims
 - c) The dissatisfaction of the consumers as many unfair practices were being indulged in by the sellers**
 - d) None of the above
122. Which of the following statements is not correct relating to consumerism ?
- a) Consumerism is a manifestation of the failure of the business to guarantee and ensure consumer legitimate rights.
 - b) The government does not have any role in consumer protection as it is the part of business organisations alone.**
 - c) The consumers should accept consumerism as a means of asserting and enjoying their rights.
 - d) Consumerism evolution is not a set-back for marketing but rather points to the next stage in the evolution of enlightened marketing.

123. When did United Nations adopt the UN Guidelines for Consumer Protection?
- a) **1985**
 - b) 1990
 - c) 1995
 - d) 1999
124. What was the name given to the agency at the global level for the protection of consumer rights?
- a) Consumer Court of Justice
 - b) International Consumer Forum
 - c) Consumers Commission
 - d) **Consumers International**
125. The organisation which lays down standards of products at the international level is called:
- a) ISI
 - b) ISRO
 - c) **ISO**
 - d) WCF
126. What is Agmark used for?
- a) Right to safety
 - b) **Certification of edible oil and cereals**
 - c) Right to information
 - d) An agency that develops standards for goods and services
127. Consumer Protection Act is significant to
- a) Immovable Goods
 - b) Movable Goods
 - c) Particular Goods and Services
 - d) **All Goods and Services**
128. When the seller manipulates the price, it is known as
- a) Caveat Emptor
 - b) Unfair trade practices
 - c) **Restricted trade practices**
 - d) None of the above
129. When did the consumer protection Act came into force?
- a) 1 April 2019
 - b) 1 March 2020
 - c) 01 May 2019
 - d) **20th July 2020**

130. Under Consumer Protection Act 2019, the minimum age of member of a district forum should be
- a) 30
 - b) 40
 - c) **35**
 - d) 65
131. The maximum age for a member of state commission should be
- a) 60
 - b) 35
 - c) 70
 - d) **67**
132. Which of the following forum can reappoint the same person as its member?
- a) National commission
 - b) State commission
 - c) District commission
 - d) **None of the above**
133. In which forum is it compulsory to have a female member?
- a) National commission
 - b) State commission
 - c) District commission
 - d) **All of the above**
134. Within how many days does the opposite party have to answer after they are informed about the complaint?
- a) **30**
 - b) 5
 - c) 20
 - d) 15
135. Which section of the Consumer Protection Act, 2019 deals with the Powers and Functions of the Central Authority?
- a) Section 12 of the Consumer Protection Act, 2019
 - b) **Section 18 of the Consumer Protection Act, 2019**
 - c) Section 41 of the Consumer Protection Act, 2019
 - d) Section 20 of the Consumer Protection Act, 2019

136. Which section of the Consumer Protection Act, 2019 deals with Power of District Collector__ ?
- a) **Section 16 of the Consumer Protection Act, 2019**
 - b) Section 24 of the Consumer Protection Act, 2019
 - c) Section 13 of the Consumer Protection Act, 2019
 - d) Section 18 of the Consumer Protection Act, 2019
137. Section 35 of the Consumer Protection Act, 2019 deals with_____?
- a) **Manner in which complaint shall be made**
 - b) Findings of District Commission
 - c) Transitional provision
 - d) Transfer of cases
138. Establishment of State Consumer Disputes Redressal Commission, is provided in section_____ of the Consumer Protection Act, 2019
- a) Section 41 of the Consumer Protection Act, 2019
 - b) Section 11 of the Consumer Protection Act, 2019
 - c) **Section 42 of the Consumer Protection Act, 2019**
 - d) Section 21 of the Consumer Protection Act, 2019
139. Section 25 of the Consumer Protection Act, 2019 provides _?
- a) **Grants by Central Government**
 - b) Investigation Wing.
 - c) Search and seizure
 - d) Investigation Wing.
140. Which section of the Consumer Protection Act, 2019 deals with the Establishment of a consumer mediation cell?
- a) Section 72 of the Consumer Protection Act, 2019
 - b) Section 71 of the Consumer Protection Act, 2019
 - c) **Section 74 of the Consumer Protection Act, 2019**
 - d) Section 79 of the Consumer Protection Act, 2019
141. Which section of the Consumer Protection Act, 2019 deals with Punishment for false or misleading advertisements?
- a) Section 22 of the Consumer Protection Act, 2019
 - b) **Section 89 of the Consumer Protection Act, 2019**
 - c) Section 43 of the Consumer Protection Act, 2019
 - d) Section 45 of the Consumer Protection Act, 2019

142. Section 10 of the Consumer Protection Act, 2019 deals with_____
- a) Product liability action
 - b) Finality of orders
 - c) Establishment of Central Consumer Protection Authority**
 - d) Service of notice, etc
143. Appeal against the Order of National Forum can be made in _____
- a) District Court
 - b) High Court
 - c) Supreme Court**
 - d) State Forum
144. Which one of these are consumer rights specified in the Consumer Protection Act, 1986?
- a) Right to safety
 - b) Right to choose
 - c) Right to educate
 - d) All of the above**
145. What is the Punishment for false or misleading advertisements?
- a) Imprisonment up to 2 years and Fine up to 10 Lakh Rupees**
 - b) Imprisonment up to 3 years and Fine up to 10 Lakh Rupees
 - c) Imprisonment up to 5 years and Fine up to 50 Lakh Rupees
 - d) Imprisonment up to 2 years and Fine up to 20 Lakh Rupees
146. Qualifications, method of recruitment, etc., of Chief Commissioner and Commissioners, is provided in section____ of the Consumer Protection Act, 2019
- a) Section 41 of the Consumer Protection Act, 2019
 - b) Section 11 of the Consumer Protection Act, 2019**
 - c) Section 42 of the Consumer Protection Act, 2019
 - d) Section 21 of the Consumer Protection Act, 2019
147. Which section of the Consumer Protection Act, 2019 deals with the Power of Central Authority to recall goods, etc?
- a) Section 12 of the Consumer Protection Act, 2019
 - b) Section 18 of the Consumer Protection Act, 2019
 - c) Section 41 of the Consumer Protection Act, 2019
 - d) Section 20 of the Consumer Protection Act, 2019**

148. The Consumer Protection Bill, 2018 has replaced the Consumer Protection Act in which of the given years?
- a) 1981
 - b) 1986**
 - c) 1991
 - d) 1978
149. Which one of the following does not provide certificate of standardization in India?
- a) AgMark
 - b) Hallmark
 - c) ISI
 - d) COPRA**
150. The quasi-judicial machinery set up at the highest level for redressal of consumer disputes is:
- a) The District Forum
 - b) The State Consumer Commission
 - c) Consumers International
 - d) National Consumer Disputes Redressal Commission**
151. National Consumer Day is celebrated in India :
- a) 24 December**
 - b) 25 December
 - c) 26 December
 - d) 27 December
152. COPRA does not propose formation of :
- a) National Consumer Court
 - b) State Consumer Court
 - c) District Consumer Court
 - d) High Court**
153. COPRA stands for :
- a) Consumer Protection Act**
 - b) Consumer Prevention Act
 - c) Consumer Police Act
 - d) Consumer Power Act

154. World Consumer Rights Day is celebrated on ?
- a) 5 March
 - b) 10 March
 - c) 15 March
 - d) 20 March**
155. How many rights does a consumer have under the Consumer Protection Act?
- a) 3
 - b) 5
 - c) 8
 - d) Which is 6**
156. the new regulatory authority established under the new Act?
- a) Central Consumer Protection Council
 - b) Central Consumer Protection Authority**
 - c) Central Consumer Disputes Agency
 - d) Central Consumer Information Council
157. Kerala State Consumer Disputes Redressal Commission is located in ?
- a) Kozhikode
 - b) Ernakulam
 - c) Thiruvananthapuram**
 - d) Thrissur
158. Which is the advisory council made under the Consumer Protection Act, 2019?
- a) Central Consumer Protection Council**
 - b) Central Consumer Redressal Council
 - c) National Consumer Disputes Redressal Commission
 - d) Central Consumer Disputes Council
159. The Consumer Protection Act, 2019 came into force on?
- a) 20 August 2019
 - b) 13 July 2019
 - c) 20 July 2020**
 - d) 08 August 2020
160. The pecuniary jurisdiction of the District forum as per the 2019 Act?
- a) upto 20 lakhs
 - b) upto 1 crore**
 - c) 10 crores
 - d) above 10 crores

161. Which section of the Consumer Protection Act, 2019 deals with Power of District Collector__ ?
- a) **Section 16 of the Consumer Protection Act, 2019**
 - b) Section 24 of the Consumer Protection Act, 2019
 - c) Section 13 of the Consumer Protection Act, 2019
 - d) Section 18 of the Consumer Protection Act, 2019
162. Which section of the Consumer Protection Act, 2019 deals with the Experts to assist National Commission or State Commission.?
- a) Section 65 of the Consumer Protection Act, 2019
 - b) Section 68 of the Consumer Protection Act, 2019
 - c) **Section 66 of the Consumer Protection Act, 2019**
 - d) Section 67 of the Consumer Protection Act, 2019
163. What is the maximum age of the member of the state Commission?
- a) 62
 - b) **67**
 - c) 64
 - d) 65
164. Which section of the Consumer Protection Act, 2019 deals with the Establishment of a consumer mediation cell?
- a) Section 72 of the Consumer Protection Act, 2019
 - b) Section 71 of the Consumer Protection Act, 2019
 - c) **Section 74 of the Consumer Protection Act, 2019**
 - d) Section 79 of the Consumer Protection Act, 2019
165. Section 35 of the Consumer Protection Act, 2019 deals with_____?
- a) Transfer of cases
 - b) Findings of District Commission
 - c) Transitional provision
 - d) **Manner in which complaint shall be made**
166. The pecuniary jurisdiction of a state commission as per 2019 Act?
- a) below 20 lakhs
 - b) 20 lakhs to 1 corer
 - c) **10 crores**
 - d) none of the above

167. Any appeal against a forum must be done in a higher forum within ___ days
- a) 45
 - b) 30**
 - c) 60
 - d) 90
168. Which provision deals appeal upon order of NCDRC to the Supreme Court of India?
- a) Sec. 65
 - b) Sec. 66**
 - c) Sec. 68
 - d) Sec. 70
169. Who introduced the Consumer Protection Bill, 2019 in Lok Sabha?
- a) Ravi Shankar Prasad
 - b) Prakash Javedkar
 - c) Ram Vilas Paswan**
 - d) Mahesh Sharma
170. The Central Consumer Protection Authority came into effect on?
- a) 24 July 2020**
 - b) 20 July 2020
 - c) 20 July 2019
 - d) 24 July 2019
171. Under Consumer protection Act 2019, "advertisement" means any audio or visual publicity, representation, endorsement or pronouncement made by means of light, sound, smoke, gas, print, electronic media, internet or website and includes any, circular, label, wrapper, invoice or such other documents;
- a) Notice**
 - b) Statement
 - c) Letter
 - d) Newspaper
172. Under Consumer protection Act 2019, "e-commerce" means buying or selling of goods or services including digital products over digital or
- a) Digital network
 - b) Electronic network**
 - c) Electronic product
 - d) Digital medium

173. Under Consumer protection Act 2019, which of the following statement is false
- a) **"Central Authority" means the Central Consumer Protection Authority established under section 9.**
 - b) "Director-General" means the Director-General appointed under sub-section (2) of section 15;
 - c) "District Commission" means a District Consumer Disputes Redressal Commission established under sub-section (1) of section 28.
 - d) "National Commission" means the National Consumer Disputes Redressal Commission established under sub-section (1) of section 53;

174. Under Consumer protection Act 2019, Match List– I select correct answer from the codes given below the Lists:

List I

- (a) Complaint
- (b) Complainant
- (c) Consumer
- (d) Deficiency

List II (Definitions)

- 1. Section 2(11)
- 2. Section 2(5)
- 3. Section 2(7)
- 4. Section 2(6)

Codes

	(a)	(b)	(c)	(d)
a)	4	1	2	3
b)	4	1	3	2
c)	4	1	2	3
d)	4	2	3	1

175. Under Consumer protection Act 2019, which of the following statement is not includes under "consumer rights"

- a) The right to be protected against the marketing of goods, products or services which are hazardous to life and property;
- b) The right to be informed about the quality, quantity, potency, purity, standard and price of goods, products or services, as the case may be, so as to protect the consumer against unfair trade practices.
- c) The right to seek redressal against unfair trade practice or restrictive trade practices or unscrupulous exploitation of consumers;
- d) The right to seek redressal against damages on goods purchased under commercial purpose.**

176. Under Consumer protection Act 2019, “Deficiency ” Includes
- any act of negligence or omission or commission by such person which causes loss or injury to the consumer
 - deliberate withholding of relevant information by such person to the consumer
 - A and B**
 - Neither A nor B
177. Under Consumer protection Act 2019, which of the following statement is false
- "goods" means every kind of movable property and includes "food" as defined in clause (j) of sub-section (1) of section 3 of the Food Safety and Standards Act, 2006;
 - "injury" means any harm whatever illegally caused to any person, in body, mind or property;
 - "mediator" means a mediator referred to in section 74;**
 - "member" includes the President and a member of the National Commission or a State Commission or a District Commission, as the case may be;
178. Under Consumer protection Act 2019, Spurious Goods means
- Such goods which are falsely claimed to be genuine**
 - Such goods are correctly claimed to be not genuine
 - Such goods claimed under illegal product seller.
 - Such goods claimed under legal product seller
179. Under Consumer protection Act 2019, endorsement", in relation to an advertisement, means
- any message, verbal statement, demonstration
 - depiction of the name, signature, likeness or other identifiable personal characteristics of an individual;
 - depiction of the name or seal of any institution or organization, which makes the consumer to believe that it reflects the opinion, finding or experience of the person making such endorsement.
 - All the above**
180. Under Consumer protection Act 2019, an association of persons whether registered under the Societies Registration Act 1860 (21 of 1860) or not is a
- Association
 - Firm
 - Individual
 - Person**

181. Under Consumer protection Act 2019, The Central Authority shall consist of a Chief Commissioner and such number of other Commissioners as may be prescribed, to be appointed by theto exercise the powers and discharge the functions under this Act.

- a) Minister In charge of the Department of Consumer Affairs.
- b) State Government
- c) President of India
- d) Central Government**

182. Under Consumer protection Act 2019, Read Assertion (A) and Reason (R) and answer using the codes given below.

Assertion (A): the Chief Commissioner shall have the powers of general superintendence, direction and control in respect of all administrative matters of the Central Authority

Reason (R): Provided that the Chief Commissioner may delegate such of his powers relating to administrative matters of the Central Authority, as he may think fit, to any Commissioner (including Commissioner of a regional office) or any other officer of the Central Authority

- a) A & R are right, but R is not the right reason for A
- b) A is wrong & R is right
- c) A is right & R is wrong
- d) A & R are right & R is the right reason for A**

183. Under Consumer protection Act 2019, Every Additional Director-General, Director, Joint Director, Deputy Director and Assistant Director shall exercise his powers, and discharge his functions, subject to the general control, supervision and direction of the

- a) Chief Commissioner
- b) Director General**
- c) Central Authority
- d) Minister In charge of the Department of Consumer Affairs.

184. Under Consumer protection Act 2019, A complaint relating to violation of consumer rights or unfair trade practices or false or misleading advertisements which are prejudicial to the interests of consumers as a class, may be forwarded either in writing or in electronic mode, to any one of the authorities, namely, the or the Commissioner of regional office or the Central Authority.

- a) District Collector**
- b) District Consumer Commissioner
- c) Additional District Consumer Commissioner
- d) Minister in charge

185. Under Consumer protection Act 2019, Which of the following statement is false relating to powers and functions of Central Authority.

The Central Authority shall—

- a) protect, promote and enforce the rights of consumers as a class, and prevent violation of consumers rights under this Act;
- b) prevent unfair trade practices and ensure that no person engages himself in unfair trade practices;
- c) ensure that no false or misleading advertisement is made of any goods or services which contravenes the provisions of this Act or the rules or regulations made there under;
- d) ensure that no person takes part in the publication of any advertisement.**

186. Under Consumer protection Act 2019, Read Assertion (A) and Reason (R) and answer using the codes given below.

Assertion (A): Where the Central Authority is satisfied on the basis of investigation that there is sufficient evidence to show violation of consumer rights or unfair trade practice by a person, it may pass such order as may be necessary

Reason (R): Provided that the Central Authority shall give the person an opportunity of being heard before passing an order under section 17 of this Act.

- a) A & R are right, but R is not the right reason for A
 - b) A is wrong & R is right
 - c) A is right & R is wrong**
 - d) A & R are right & R is the right reason for A
187. Under Consumer protection Act 2019, While determining the penalty under section 21 of this Act , regard shall be had to the following, namely:—
- a) the population and the area impacted or affected by such offence and the frequency and duration of such offence;
 - b) the vulnerability of the class of persons likely to be adversely affected by such offence;
 - c) the gross revenue from the sales effected by virtue of such offence.
 - d) All the above**

188. Under Section 21 of the Consumer protection Act 2019, Read Assertion (A) and Reason (R) and answer using the codes given below.

Assertion (A): Notwithstanding the order passed under sub-section (1) of Section 21, if the Central Authority is of the opinion that it is necessary to impose a penalty in respect of such false or misleading advertisement, by a manufacturer or an endorser, it may, by order, impose on manufacturer or endorser a penalty which may extend to twenty lakh rupees:

Reason (R): Provided that the Central Authority may, for every subsequent contravention by a manufacturer or endorser, impose a penalty, which may extend to fifty lakh rupees.

- a) A & R are right, but R is not the right reason for A
- b) A is wrong & R is right**
- c) A is right & R is wrong
- d) A & R are right & R is the right reason for A

189. Under Section 21 of the Consumer protection Act 2019, Read Assertion (A) and Reason (R) and answer using the codes given below.

Assertion (A): Notwithstanding any order under sub-sections (1) and (2) of Section 21, where the Central Authority deems it necessary, it may, by order, prohibit the endorser of a false or misleading advertisement from making endorsement of any product or service for a period which may extend to one year:

Reason (R): Provided that the Central Authority may, for every subsequent contravention, prohibit such endorser from making endorsement in respect of any product or service for a period which may extend to two years.

- a) A & R are right, but R is not the right reason for A
- b) A is wrong & R is right
- c) A is right & R is wrong**
- d) A & R are right & R is the right reason for A

190. Under Section 21 of the Consumer protection Act 2019, Where the Central Authority is satisfied after investigation that any person is found to publish, or is a party to the publication of, a misleading advertisement, it may impose on such person a penalty which may extend to

- a) 5 Lakh Rupees
- b) 10 Lakh Rupees**
- c) 15 Lakh Rupees
- d) 20 Lakh Rupees

191. Under Consumer protection Act 2019, Every consumer mediation cell shall maintain—

- a) a list of empanelled mediators
- b) a list of cases handled by the cell and record of proceeding
- c) any other information as may be specified by regulations.
- d) All the above**

192. Under Consumer protection Act 2019, Every consumer mediation cell shall submit areport to the District Commission, State Commission or the National Commission to which it is attached, in the manner specified by regulations.

- a) Monthly
- b) Quarterly**
- c) Half yearly
- d) Yearly

193. Under Consumer protection Act 2019, For the purpose of mediation, the National Commission or the State Commission or the District Commission, as the case may be, shall prepare a panel of the mediators to be maintained by the consumer mediation cell attached to it, on the recommendation of a selection committee consisting of theof that Commission.
- a) President
 - b) President and a member**
 - c) President and two members
 - d) Two members
194. Under Consumer protection Act 2019, The panel of mediators prepared under Section 75 sub-section (1) shall be valid for a period of, and the empanelled mediators shall be eligible to be considered for re-panelsment for another term, subject to such conditions as may be specified by regulations.
- a) Three years
 - b) Five years**
 - c) Seven years
 - d) Ten years
195. Under Consumer protection Act 2019, The District Commission, the State Commission or the National Commission shall, while nominating any person from the panel of mediators referred to in section, consider his suitability for resolving the consumer dispute involved.
- a) Section 2(5)
 - b) Section 24
 - c) Section 75**
 - d) Section 53
196. Under Consumer protection Act 2019, Whoever, fails to comply with any direction of the Central Authority under sections 20 and 21, shall be punished with imprisonment for a term which may extend toor with fine which may extend to twenty lakh rupees, or with both.
- a) Six months**
 - b) One year
 - c) Three year
 - d) One month

197. Under Consumer protection Act 2019, Which of the following statement is false
- "adulterant" means any material including extraneous matter which is employed or used for making a product unsafe;
 - "grievous hurt" shall have the same meaning as assigned to it in section 320 of the Indian Penal Code.
 - No cognizance shall be taken by a competent court of any offence under sections 88 and 89 except on a complaint filed by the Central Authority or any officer authorized by it in this behalf.
 - Offences under Section 90 (c) and (d) of sub-section (1) of this Act shall be non cognizable and bailable.**
198. Under Consumer protection Act 2019, The District Commission, the State Commission or the National Commission shall not admit a complaint unless it is filed within from the date on which the cause of action has arisen.
- One year
 - Two years**
 - Three years
 - Five years
199. Under Consumer protection Act 2019, Read Assertion (A) and Reason (R) and answer using the codes given below.
- Assertion (A):** Notwithstanding anything contained in sub-section (1) of Section 69 of this Act, a complaint may be entertained after the period specified in sub-section (1) of Section 69, if the complainant satisfies the District Commission, the State Commission or the National Commission, as the case may be, that he had sufficient cause for not filing the complaint within such period:
- Reason (R):** Provided that no such complaint shall be entertained unless the District Commission or the State Commission or the National Commission, as the case may be, records its reasons for condoning such delay.
- A & R are right, but R is not the right reason for A
 - A is wrong & R is right
 - A is right & R is wrong
 - A & R are right & R is the right reason for A**
200. Under Consumer protection Act 2019, Read Assertion (A) and Reason (R) and answer using the codes given below.
- Assertion (A):** Subject to the other provisions of this Act, the District Commission shall have jurisdiction to entertain complaints where the value of the goods or services paid as consideration does not exceed one crore rupees:

Reason (R): Provided that where the Central Government deems it necessary so to do, it may prescribe such other value, as it deems fit.

- a) A & R are right, but R is not the right reason for A
 - b) A is wrong & R is right
 - c) A is right & R is wrong
 - d) **A & R are right & R is the right reason for A**
201. The product which is purchased for a minor is found defective; the complaint can be filed by
- a) **Legal Guardian,**
 - b) Minor
 - c) Any registered voluntary consumer association
 - d) Next friend
202. If a patient died due to the negligence of the doctor, a complaint under consumer protection Act can be filed by
- a) **Legal heirs**
 - b) State government
 - c) Any registered consumer association
 - d) Next friend
203. If a vendor offers the hazardous goods for sale, then the complaint can be made by
- a) Consumer
 - b) Any registered consumer association
 - c) **All of the above**
 - d) None of the above
204. When the seller manipulates the price, it is known as
- a) Caveat Emptor
 - b) Unfair trade practices
 - c) **Restricted trade practices**
 - d) None of the above
205. The right of a consumer to present all matters which affect his interest before appropriate forum is considered as
- a) Right to be safe
 - b) Right to be educated
 - c) **Right to be heard**
 - d) Right to be informed

206. A complaint can be filed against ___ who adopt(s) unfair trade practices.
- Trader only
 - Manufacturer only
 - Trader and Manufacturer**
 - Consumer
207. Right to ___ is a right to be protected against products which are hazardous to life or health.
- Information
 - Safety**
 - Seek Redressal
 - Consumer Education
208. In case a consumer is not satisfied with the order passed in the State Commission, he can further make an appeal in the National Commission within a time period of
- 10 days
 - 20 days
 - 30 days**
 - 45 days
209. **The appeal against the order of district forum should be filed with in**
- 10 days
 - 20 days
 - 45 days**
 - 30 days
210. Which of the following statements is not true with regard to the National Commission?
- It consists of a President and at least four 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 exceeds 5 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.
211. Which of the following types of cases are filed in the State Commission?
- When the value of the goods or services in question, along with the compensation claimed, exceeds 1 crore. but does not exceed 10 crore.**
 - When the value of the goods or services in question, along with the compensation claimed, exceeds 20 lakhs but does not exceed 2 crore.
 - When the value of the goods or services in question, along with the compensation claimed, exceeds 50 lakhs but does not exceed 1 crore.
 - None of the above

212. Section 35 of the Consumer Protection Act, 2019 deals with_____
- a) **Manner in which complaint shall be made**
 - b) Findings of District Commission
 - c) Transitional provision
 - d) Transfer of cases
213. Which section of the Consumer Protection Act, 2019 deals with the Establishment of a consumer mediation cell
- a) Section 72 of the Consumer Protection Act, 2019
 - b) Section 71 of the Consumer Protection Act, 2019
 - c) **Section 74 of the Consumer Protection Act, 2019**
 - d) Section 79 of the Consumer Protection Act, 2019
214. Which section of the Consumer Protection Act, 2019 deals with Punishment for false or misleading advertisements?
- a) Section 22 of the Consumer Protection Act, 2019
 - b) **Section 89 of the Consumer Protection Act, 2019**
 - c) Section 43 of the Consumer Protection Act, 2019
 - d) Section 45 of the Consumer Protection Act, 2019
215. The admissibility of the complaint shall be decided within ----days from the date on which the complaint was filed
- a) 10 days
 - b) 30 days
 - c) **21 days**
 - d) 45 days
216. What is the Punishment for false or misleading advertisements
- a) **Imprisonment up to 2 years and Fine up to 10 Lakh Rupees**
 - b) Imprisonment up to 3 years and Fine up to 10 Lakh Rupees
 - c) Imprisonment up to 5 years and Fine up to 50 Lakh Rupees
 - d) Imprisonment up to 2 years and Fine up to 20 Lakh Rupees
217. Which section of the Consumer Protection Act, 2019 deals with the Appeal against order of the National Commission?
- a) Section 62 of the Consumer Protection Act, 2019
 - b) Section 68 of the Consumer Protection Act, 2019
 - c) Section 61 of the Consumer Protection Act, 2019
 - d) **Section 67 of the Consumer Protection Act, 2019**

218. Enforcement of orders of District Commission, State Commission, and National Commission is provided in section_____ of the Consumer Protection Act, 2019
- Section 71 of the Consumer Protection Act, 2019**
 - Section 51 of the Consumer Protection Act, 2019
 - Section 59 of the Consumer Protection Act, 2019
 - Section 72 of the Consumer Protection Act, 2019
219. Which section of the Consumer Protection Act, 2019 deals with the Experts to assist National Commission or State Commission?
- Section 66 of the Consumer Protection Act, 2019**
 - Section 68 of the Consumer Protection Act, 2019
 - Section 61 of the Consumer Protection Act, 2019
 - Section 67 of the Consumer Protection Act, 2019
220. Due to the negligence of the doctors, Vincent 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
 - legal heir of representative of a deceased consumer
 - All of the above
221. In case an aggrieved consumer is not satisfied with the decision of the State commission, he can make a further appeal in
- National commission**
 - District Forum
 - Supreme Court of India
 - All the above
222. Where can the aggrieved party appeal further in case he is not satisfied with the order of the District Forum
- National Commission
 - State commission**
 - Supreme Court of India
 - All of the above
223. Archana purchased and paid full price of the flat as per the terms and conditions of the contact. But the possession of the plot was not given 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

224. 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) A person uses a new mobile connection.
225. Who can file a complaint?
- i) Any Consumer
 - ii) Any registered consumer's association
 - iii) A legal heir or representative of a deceased consumer
 - iv) The central Government or any state Government
- a) i, ii
 - b) i, ii, iii
 - c) only i
 - d) All the above.**
226. On Rajesh's Complaint, the state commission directs Vivek to pay Rs 1.5crore as compensation. Vivek decided to file an appeal against this order; however 3 months have elapsed from the date of order. What remedy does Vivek 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.
227. Where does an aggrieved person can appeal against district forum?
- a) The High court
 - b) The Supreme court
 - c) The State commission**
 - d) The National commission
228. Where does an aggrieved person can appeal against National Commission?
- a) Supreme Court**
 - b) Civil Court
 - c) High Court
 - d) None of the above

229. Which of the following statement is not correct ?
- a) A user of 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, can file a case against manufacturer of defective goods.
230. 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
231. Akhil purchased a sports car for Rs 30 lakhs from an automobile company and found it being defective. He filed a complaint at appropriate forum but was not satisfied with its order. Now where can be appeal and within how many days?
- a) National Commission , within 30 days
 - b) **State commission , within 45 days**
 - c) National Commission within 60 days
 - d) State commission, within 60 days
232. 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
233. Who among the following cannot file a complaint under Consumer Protection Act, 2019?
- a) Any consumer
 - b) Central or State Government
 - c) Legal heir of a deceased consumer
 - d) **A person who obtains the goods with no consideration**

234. _____ 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
235. 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
236. 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
237. 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**
238. A complaint relating to which among the following can forwarded either in writing or in electronic mode, to any one of the authorities, namely, the District Collector or the Commissioner of regional office or the Central Authority
- a) Violation of consumer rights
 - b) Unfair trade practices
 - c) False or misleading advertisements
 - d) **All the above**
239. What is the maximum penalty that can be imposed by the Central Authority in the first instance, if it is of the opinion that it is necessary to impose a penalty in respect of such false or misleading advertisement, by a manufacturer or an endorser
- a) Five Lakhs
 - b) Fifty Lakhs
 - c) Two Lakhs
 - d) **Ten Lakhs**

240. What is the maximum penalty that can be imposed by the Central Authority for every subsequent contravention, in respect of such false or misleading advertisement, by a manufacturer or an endorser
- Five Lakh
 - Ten Lakhs
 - Fifty lakhs**
 - One crore
241. Central Authority may, by order, prohibit the endorser of a false or misleading advertisement from making endorsement of any product or service for a period which may extend to
- One Year**
 - Six Months
 - Two Year
 - Five Year
242. The Central Authority may prohibit the endorser of a false or misleading advertisement on every subsequent contravention for a period which may extend to?
- One Year
 - Six Months
 - Two Year
 - Three Year**
243. Provisions of which of the following will apply relating to search and seizure under Consumer Protection Act,2019
- Code of Criminal Procedure, 1973**
 - Indian Penal Code , 1860
 - Consumer Protection Act, 1986
 - None of the above
244. Every document, record or article seized under Consumer Protection Act should be returned within
- 1 week
 - One month
 - 20 days**
 - 15 days
245. State Commission shall decide the admissibility of the complaint within
- 30 days
 - 15days
 - 21 days**
 - 45 days

246. District Commission shall have jurisdiction to entertain complaints where the value of the goods or services paid as consideration does not exceed
- One lakh Rupees
 - Twenty Lakh Rupees
 - One Crore Rupees**
 - 50 Lakh Rupees
247. A person aggrieved by any order passed by the Central Authority may file an appeal to the National Commission within a period of _ days from the date of receipt of such order
- 45 days
 - 30 days**
 - 60 days
 - 20 days
248. When seller manipulates the price of a product ,a complaint can be filed as it comes under
- Restrictive Trade Practices**
 - Unfair Trade Practices
 - Cheating
 - Caveat emptor
249. A complaint under Consumer Protection Act can be filed by the aggrieved party before the appropriate forum with in-----of cause of action arises
- 6 months
 - 1 year
 - 2 years**
 - 3 Years
250. On receiving the complaint, the forum directs the opposite party to file their contentions within ----- days
- 15
 - 30**
 - 60
 - 10
251. If the opposite party admits the claims the case will be decided by the forum on the basis of the record available with ----- months
- 1
 - 3**
 - 6
 - 9

252. During mediation under the Act, the mediator shall be guided by
- The principles of natural justice and fair play**
 - The Code of Civil Procedure, 1908
 - The Indian Evidence Act, 1872
 - The Code of Criminal Procedure, 1973
253. The mediation under the Act shall stand terminated on expiry of ----- from the date of first appearance before the mediator.
- Three Months**
 - One Month
 - Two Months
 - Six Months
254. The salaries and allowances payable to the President ,members of the State Commission ,the officers and other employees of the District Commission are fixed by
- The Central Government
 - The National Commission
 - The State Government**
 - The State commission
255. The territorial jurisdiction of District Commission for filing complaint shall be fixed by considering ,—
- Where any of the opposite parties,, actually and voluntarily resides,
 - Where the cause of action, wholly or in part, arises;
 - Where the complainant resides or personally works for gain
 - All the above**
256. Every proceeding before the District Commission shall be conducted by
- The President of that Commission and at least one member sitting together**
 - The President of that Commission alone
 - The President of that Commission and all the members thereof, sitting together
 - None of the above
257. After admitting the complaint if it appears to the District Commission that there exists elements of a settlement it may refer the matter for.
- Conciliation
 - Mediation**
 - Negotiation
 - Arbitration

258. Which of the following is not correct with regard to the proceedings if the complaint alleges a defect in the goods which cannot be determined without proper analysis or test of the goods
- a) obtain a sample of the goods from the complainant,
 - b) Seal it and send it for Test to the appropriate laboratory
 - c) Required the laboratory to submit its report of finding
 - d) None of the above**
259. In case a sample of goods being send to the appropriate laboratory, the report of finding shall be submitted within---days
- a) **45**
 - b) 30
 - c) 60
 - d) 15
260. If the opposite party to the complaint fails to take any action to represent his case within the time given by the Commission; it shall proceed to settle the consumer dispute by
- a) Allowing the petition by Ex parte order**
 - b) Dismissing the complaint
 - c) Referring matter to mediation
 - d) Re issuing notice to opposite party
261. If the complainant fails to appear on the date of hearing the Commission shall proceed to settle the consumer dispute
- a) Decide the petition on Merit**
 - b) Dismiss the complaint
 - c) Refer matter to mediation
 - d) Issue a notice to complainant
262. Where the complaint does not require analysis or testing of commodities ,it should be disposed of within ---- months from the date of receipt of notice by opposite party
- a) 1
 - b) 2
 - c) 3**
 - d) 5
263. Where the complaint does require analysis or testing of commodities ,it should be disposed of within ---- months from the date of receipt of notice by opposite party
- a) 1
 - b) 2
 - c) 3
 - d) 5**

264. Which one of following powers are vested in commission while trying a complaint filed under the Act
- a) issuing of commissions for the examination of any witness, or document;
 - b) receiving of evidence on affidavits;
 - c) the summoning and enforcing the attendance of any defendant or witness and examining the witness on oath;
 - d) **All the above**
265. While trying a complaint under the Act, the commission shall have the same power that of
- a) **a civil court under the Code of Civil Procedure, 1908**
 - b) A criminal court under Code of Criminal Procedure, 1972
 - c) Both A & B
 - d) None of the above
266. Which one of the following relief is not issued by the commission when it satisfy that the good complained against suffer from some defect
- a) to remove the defect from the goods in question;
 - b) to replace the goods with new goods of similar description which shall be free from any defect
 - c) to return to the complainant the price, paid by the complainant along with such interest on such price
 - d) **to cease manufacture of hazardous goods**
267. Which one of the following relief is not issued by the commission when it satisfy that opposite party engage in the sale of hazardous goods
- a) not to offer the hazardous or unsafe goods for sale;
 - b) to withdraw the hazardous goods from being offered for sale;
 - c) to cease manufacture of hazardous goods and to desist from offering services
 - d) **to replace the goods with new goods of similar description which shall be free from any defect**
268. The District Commission shall have the power to review any of the order passed by it if there is an error apparent on the face of the record, within -----of such order.
- a) 45 days
 - b) **30days**
 - c) 60days
 - d) 90days

269. Which one of the following relief is not issued by the commission when it satisfy that opposite party indulge in misleading
- a) to cease and desist from issuing any misleading advertisement
 - b) to issue corrective advertisement to neutralise the effect of misleading advertisement at the cost of the opposite party responsible for issuing such misleading advertisement;
 - c) to provide for adequate costs to parties;
 - d) **to cease manufacture of hazardous goods**
270. At any stage of the proceeding, any complaint pending before a District Commission may be transferred to another District Commission within the State by.
- a) **State commission**
 - b) High Court
 - c) National commission
 - d) Supreme court
271. The State Commission shall have the power to review any of the order passed by it if there is an error apparent on the face of the record, within ---days of such order.
- a) 15
 - b) **30**
 - c) 45
 - d) 60
272. The ---- may have declare any terms of contract, which is unfair to any consumer, to be null and void
- a) **State Commission**
 - b) District Commission
 - c) National Commission
 - d) The central Authority
273. Which one of the following are the ground for appeal to National Commission
- a) The case involves a substantial question of law.
 - b) The case involves a substantial question of facts
 - c) From an Exparte order passed by State commission
 - d) **A & C**
274. All appeal shall be disposed of within ----days from the date of its admission
- a) 60
 - b) 30
 - c) **90**
 - d) 45

275. The appeal against the order of Central authority shall be entertained by
- The Supreme Court
 - The high Court
 - State Commission
 - National Commission**
276. At any stage of the proceeding, any complaint pending before a District Commission of one State may be transferred to a District Commission of another State by
- The State commission
 - The High Court
 - The National commission**
 - The Supreme court
277. At any stage of the proceeding, any complaint pending before a before one State Commission may be transferred to another State Commission by
- The State commission
 - The High Court
 - The National commission**
 - The Supreme court
278. If anyone fails to comply with any order made by the District Commission shall be punishable with imprisonment for a term
- not be less than one month, but may extend to three years,**
 - not be less than Three month, but may extend to three years,
 - not be less than six month, but may extend to three years,
 - not be less than one month, but may extend to Two years,
279. Which one of the following is not a disqualification for empanelment as mediator under the Act?
- A person who has been adjudged as insolvent
 - A person who has been convicted for an offence under the provisions of the Untouchability (Offences) Act**
 - A person who has been convicted by a criminal court for any offence involving moral turpitude
 - none of the above
280. The Mediation Cell shall be headed by-----
- The President of the Consumer Commission to which it is attached,**
 - Chief Commissioner of central authority
 - Director-General of central authority
 - none of the above

281. The fee of the mediator empanelled with a Consumer Commission, shall be fixed -----
- The Central government
 - The President of the respective Consumer Commission.**
 - The Chief Commissioner of central authority
 - The State government
282. The fee of the mediator shall be paid by-----
- The Central government
 - The State government
 - The parties**
 - The president of the respective consumer commission
283. The punishment for noncompliance of direction of Central Authority is
- Imprisonment for a term which may extend to six months or with fine which may extend of twenty lakh rupees, or with both.**
 - Imprisonment for a term which may extend to two years and with fine which may extend to ten lakh rupees;
 - Imprisonment for a term which may extend to six months and with fine which may extend to Twenty-Five lakh rupees.
 - Imprisonment for a term which may extend to one years and with fine which may extend to Twenty-five lakh rupees
284. Any manufacturer or service provider who causes a false or misleading advertisement to be made which is prejudicial to the interest of consumers shall be punished with
- Imprisonment for a term which may extend to six months or with fine which may extend of ten lakh rupees, or with both.
 - Imprisonment for a term which may extend to two years and with fine which may extend to ten lakh rupees;**
 - Imprisonment for a term which may extend to Two years and with fine which may extend to fifteen lakh rupees.
 - Imprisonment for a term which may extend to one years and with fine which may extend to fifteen lakh rupees.
285. The Punishment for sale of the products containing adulterant which does not cause any injury to the consumer is
- imprisonment for a term which may extend to six months and with fine which may extend to one lakh rupees**
 - Imprisonment for a term which may extend to two years and with fine which may extend to one lakh rupees.
 - Imprisonment for a term which may extend to six months or with fine which may extend of two lakh rupees, or with both
 - Imprisonment for a term which may extend to one year or with fine which may extend of twenty-Two lakh rupees, or with both

286. The Punishment for sale of the products containing adulterant which cause causing injury not amounting to grievous hurt to the consumer is
- Imprisonment for a term which may extend to one year and with fine which may extend to three lakh rupees;**
 - Imprisonment for a term which may extend to five years and with fine which may extend to three lakh rupees.
 - Imprisonment for a term which may extend to six months or with fine which may extend of Three lakh rupees, or with both
 - Imprisonment for a term which may extend to one year or with fine which may extend of one lakh rupees, or with both
287. The Punishment for sale of the products containing adulterant which causing injury resulting in grievous hurt to the consumer is
- Imprisonment for a term which may extend to Five year and with fine which may extend to Five lakh rupees;
 - Imprisonment for a term which may extend to seven years and with fine which may extend to five lakh rupees**
 - Imprisonment for a term which may extend to seven years and with fine which may extend of Three lakh rupees, or with both
 - Imprisonment for a term which may extend to Five years or with fine which may extend of Ten lakh rupees, or with both
288. The Punishment for sale of products containing adulterant which result in the death of a consumer, is
- Imprisonment for a term which may extend to five years and with fine which may extend to ten lakh rupees.
 - Imprisonment for a term which may extend to seven years and with fine which may extend to Ten lakh rupees**
 - Imprisonment for life and with fine which shall not be less than ten lakh rupees.
 - Imprisonment for a term which may extend to Ten years and with fine which may extend to Ten lakh rupees
289. In the case of first conviction for sale of products containing adulterant , the court may suspend any license issued to seller for a period up to -----
- 2 Years**
 - 1 year
 - 6 Months
 - 5 Years

290. In the case of second or subsequent conviction for sale of products containing adulterant, the court may,----- any license issued to the seller
- Suspend for 3 years
 - Suspend for 5 years
 - Cancel**
 - Suspend for 2 years
291. The punishment for importing spurious goods causing injury not amounting to grievous hurt to the consumer shall be
- Imprisonment for a term which may extend to one year and with fine which may extend to three lakh rupees**
 - Imprisonment for a term which may extend to five years and with fine which may extend to three lakh rupees.
 - Imprisonment for a term which may extend to six months or with fine which may extend of three lakh rupees, or with both
 - Imprisonment for a term which may extend to one year and with fine which may extend to five lakh rupees.
292. The punishment for importing spurious goods causing injury resulting in grievous hurt to the consumer shall be
- Imprisonment for a term which may extend to seven years and with fine which may extend to three lakh rupees**
 - Imprisonment for a term which may extend to five years and with fine which may extend to five lakh rupees.
 - Imprisonment for a term which may extend to seven years and with fine which may extend to five lakh rupees
 - Imprisonment for a term which may extend to five years and with fine which may extend to seven lakh rupees.
293. The punishment for importing spurious goods which result in the death of a consumer, is
- Imprisonment for a term which may extend to seven years and with fine which may extend to ten lakh rupees.
 - Imprisonment for life and with fine which may extend to five lakh rupees
 - Imprisonment for life and with fine which shall not be less than ten lakh rupees.**
 - Imprisonment for a term which may extend to ten years and with fine which may extend to five lakh rupees

294. The officer who conduct vexatious searches, and seizes any record, register or other document or article shall be punished with
- Imprisonment for a term which may extend to one year, or with fine which may extend to ten thousand rupees or with both.**
 - Imprisonment for a term which may extend to six months or with fine which may extend of ten thousand rupees, or with both.
 - Imprisonment for a term which may extend to one year and with fine which may extend to one lakh rupees;
 - Imprisonment for a term which may extend to one year, or with fine which may extend to one lakh rupees or with both.
295. A product manufacturer shall be liable in a product liability action, when
- failure to instruct or warn about a danger which is obvious or commonly known to the user
 - At the time of harm, the product was misused by the user
 - The product does not conform to the express warranty;**
 - At the time of harm, the product was altered, or modified by the user
296. A product manufacturer shall not be liable in a product liability action, when
- There is a deviation from manufacturing specifications;
 - Failure to instruct or warn about a danger which is obvious or commonly known to the user**
 - The product does not conform to the express warranty
 - the product is defective in design
297. The Punishment for manufacturing products containing adulterant which does not cause any injury to the consumer is
- Imprisonment for a term which may extend to six months and with fine which may extend to one lakh rupees**
 - Imprisonment for a term which may extend to one years and with fine which may extend to Two lakh rupees.
 - Imprisonment for a term which may extend to six months or with fine which may extend of Two lakh rupees, or with both
 - Imprisonment for a term which may extend to one year or with fine which may extend of one lakh rupees, or with both
298. Under product liability action ,a consumer cannot file a complaint for any harm caused to him on account of a defective product against
- a product manufacturer
 - a product service provider
 - a product seller,
 - a product distributor**

299. A product service provider shall be liable in a product liability action, if
- He withhold an information which may caused no harm
 - adequate instructions or warnings to prevent the harm was given but neglected by consumer
 - the service provided by him conform to express the terms and conditions of the contract
 - the service provided by him was faulty**
300. A product seller who is not a product manufacturer shall be liable in a product liability action, if—
- he has exercised substantial control over packaging or labeling of a product that caused harm;
 - he has altered the product and such alteration was the substantial factor in causing the harm;
 - he has made an express warranty of a product independent of any express warranty made by a manufacturer and such product failed to conform to the express warranty made by the product seller which caused the harm;
 - All the Above**
301. Which section of the Consumer Protection Act deals with establishment of Central Consumer Protection Authority?
- Section 5
 - Section 7
 - Section 9
 - Section 10**
302. Headquarters of Central Consumer Protection Authority is at
- New Delhi**
 - Mumbai
 - Chennai
 - Calcutta
303. Which of the following are the functions of Central Consumer Protection Council?
- protect, promote and enforce the rights of consumers as a class, and prevent violation of consumers rights under the Act;
 - prevent unfair trade practices and ensure that no person engages himself in unfair trade practices;
 - ensure that no person takes part in the publication of any advertisement which is false or misleading.
 - All the above**

304. Where the Central Authority is satisfied on the basis of investigation that there is sufficient evidence to show violation of consumer rights or unfair trade practice by a person, it may pass following order -
- recalling of goods or withdrawal of services which are dangerous, hazardous or unsafe;
 - reimbursement of the prices of goods or services so recalled to purchasers of such goods or services; and
 - discontinuation of practices which are unfair and prejudicial to consumers' Interest
 - All the above**
305. In case of false or misleading advertisement for the first time ,the Central Authority can impose a penalty in
- Upto ten lakhs**
 - Upto 15 lakhs
 - Upto 20 lakhs
 - (Upto 18 lakhs
306. Central Consumer Protection Authority can prohibit the endorser of a false or misleading advertisement from making endorsement of any product or service for a period which may extend to
- Two years
 - One year**
 - Three years
 - Four years
307. State Commission shall have jurisdiction to entertain complaints where the value of the goods or services paid as consideration is between
- one crore and ten crores**
 - fifty lakhs and one crore
 - twenty-five lakhs and fifty lakks
 - up to 25 lakhs
308. An appeal can be preferred from State Commission to National Commission within a period of -----days from the order.
- 45
 - 60
 - 30**
 - 90

309. The National Commission shall consist of a President; and not less than
- a) **four members**
 - b) two members
 - c) three members
 - d) no one the above
310. President of National Commission shall hold office upto the age of
- a) 65 years
 - b) 60 years
 - c) **70 years**
 - d) 62 years
311. Members of National Commission shall hold office upto the age of
- a) **65 years**
 - b) 60 years
 - c) 70 years
 - d) 62 years
312. Who is the Chairperson of the Central Consumer Protection Council ?
- a) Prime minister
 - b) President
 - c) **the Minister-in-charge of the Department of Consumer Affairs in the Central Government**
 - d) None of the above
313. Minimum number of meetings of Central Consumer Protection Council in a year
- a) **One**
 - b) Two
 - c) Three
 - d) Four
314. Minimum number of meetings of State Consumer Protection Council in a year
- a) One
 - b) **Two**
 - c) Three
 - d) Four

315. Who is the Chairperson of the District Consumer Protection Council ?
- District Collector
 - District Judge
 - High Court Judge
 - None of the above**
316. Minimum number of meetings of District Consumer Protection Council in a year
- One
 - Two**
 - Three
 - Four
317. A complaint can be forwarded to any one of the authorities relating to
- violation of consumer rights
 - false or misleading advertisements
 - unfair trade practices
 - all the above**
318. The Consumer Protection Act, 2019 comes into force from
- 20th July 2020**
 - 20th June 2020
 - 20th August 2020
 - 20th May 2020
319. 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.
320. Revathi 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, Revathi 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.
- Right to choose
 - Right to be heard
 - Right to information**
 - Right to consumer education

321. Appeal against the National Commission can be done in
- a) District Forum
 - b) High court
 - c) State commission
 - d) Supreme court**
322. Who is the present President of National Consumer Disputes Redressal Commission?
- a) Justice K.G Balakrishnan
 - b) Justice Ranjan Gogoi
 - c) Justice R. K. Agrawal**
 - d) None of the above
323. A complaint relating to violation of consumer rights or unfair trade practices or false or misleading advertisements which are prejudicial to the interests of consumers as a class, may be forwarded either
- a) Only in writing
 - b) Only in electronic mode
 - c) in writing or in electronic mode**
 - d) None of the above
324. The Central Authority may inquire or cause an inquiry or investigation to be made into violations of consumer rights or unfair trade practices,
- a) suo motu
 - b) on a complaint received
 - c) on the directions from the Central Government
 - d) all the above**
325. The Central Authority may file complaints before the
- a) District Commission
 - b) State Commission
 - c) National Commission
 - d) All the above**
326. The District Commission shall have jurisdiction to entertain complaints where the value of the goods or services paid as consideration does not exceed
- a) one crore rupees**
 - b) Two crores
 - c) Five Crores
 - d) None of the above

327. Who can file a complaint with District Commission?
- a) Consumer
 - b) Any recognized consumer association
 - c) **Any of the above**
 - d) None of the above
328. Which of the following orders can Distict commission issue?
- a) to remove the defect pointed out by the appropriate laboratory from the goods in question
 - b) to replace the goods with new goods of similar description which shall be free from any defect
 - c) to return to the complainant the price, or, as the case may be, the charges paid by the complainant along with such interest on such price or charges as may be decided
 - d) **All the above**
329. An appeal can be preferred from the District Commission may prefer an appeal against such order to the State Commission on the grounds of facts or law within a period of days -----from the date of the order.
- a) **Forty-five**
 - b) Thirty
 - c) Sixty
 - d) None of the above.
330. The National Commission shall have jurisdiction to entertain complaints where the value of the goods or services paid as consideration exceeds rupees
- a) **Ten Crore**
 - b) Five Crore
 - c) One Crore
 - d) None of the above
331. 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

332. Ramesh bought a packet of chips from a local shopkeeper and found that the ingredients given on the label 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 Ramesh exercised?
- a) Right to heard
 - b) Right to Seek Redressal
 - c) Right to be informed
 - d) Right to Consumer Education
333. 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.**
334. 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**
335. Which of the following functions are carried out by the consumer organisation?
- a) Publishing periodicals to impart knowledge about consumer issues.
 - b) Providing legal assistance to consumers
 - c) Filing complaints in appropriate consumer courts on behalf of the consumers.
 - d) **All of the above.**
336. 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.

337. John stated a small stationery shop in the nearby market. 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**
338. _____ is the standardized mark on jewellery
- ISI
 - FPO
 - Hallmark**
 - CERC
339. Which of the following is not an organization working for consumer protection?
- Consumer VOICE
 - Consumer forum
 - The bureau of Indian standard**
 - Consumer utility & trust society
340. A consumer court in Kerala slapped a Rs 50,000 fine on a reputed online food –delivery company along with a hotel for delivering non-vegetarian dish. Krishnan Namboodiri 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, Krishnan Namboodiri allegedly received butter chicken instead of paneer butter masala the second time as well. He 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**
341. Which of the following statements is not correct relating to consumerism?
- Consumerism is a manifestation of the failure of the business to guarantee and ensure legitimate consumer interests.
 - The government does not have any role in consumer protection.**
 - The consumers should accept consumerism as a means of asserting and enjoying their rights.
 - Consumerism evolution is not setback for marketing .but rather points to the next stage in the evolution of enlightened marketing.

342. Under the Consumer Protection Act, the rights of a consumer do not include to be
- a) Safety
 - b) Choose
 - c) **Presented**
 - d) Informed
343. Consumer Protection Act is significant to
- a) Immovable Goods
 - b) Movable Goods
 - c) Particular Goods and Services
 - d) All Goods and Services
344. When the seller manipulates the price, it is known as?
- a) Unfair trade practices
 - b) **Restricted trade practices**
 - c) Manipulated trade practices
 - d) All the above
345. In which year did the United Nations adopt the guidelines for consumer protection?
- a) 1960
 - b) 1988
 - c) **1985**
 - d) 1999
346. When is 'National Consumers' Day' celebrated in India?
- a) 26th January
 - b) 22nd October
 - c) **24th December**
 - d) 25th December
347. The Consumer Protection Act ,2019 extends to
- a) **the whole India**
 - b) the whole India except Jammu &Kashmir
 - c) the whole India except Nagaland and tribal area
 - d) the whole India except Jammu &Kashmir, Nagaaland and tribal area
348. Appeal against the district forum can be filed in
- a) **State forum**
 - b) National Forum
 - c) High Court
 - d) Supreme Court

349. Which one 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) Unorganized consumers
350. Which one of the following is not a consumer right?
- a) Right to safety
 - b) Right to seek redressal
 - c) **Right to get discount**
 - d) Right to be heard
351. A complaint can be filed against ____ who adopt(s) unfair trade practices.
- a) Trader only
 - b) Manufacturer only
 - c) **Trader and Manufacturer**
 - d) Consumer
352. 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 ₹50,000 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 consumer education
 - d) **Right to seek redressal**
353. Establishment of State Consumer Disputes Redressal Commission, is provided in section____ of the Consumer Protection Act, 2019
- a) Section 41 of the Consumer Protection Act, 2019
 - b) Section 11 of the Consumer Protection Act, 2019
 - c) **Section 42 of the Consumer Protection Act, 2019**
 - d) Section 21 of the Consumer Protection Act, 2019

354. Which section of the Consumer Protection Act, 2019 deals with the Establishment of a consumer mediation cell?
- a) Section 72 of the Consumer Protection Act, 2019
 - b) Section 71 of the Consumer Protection Act, 2019
 - c) **Section 74 of the Consumer Protection Act, 2019**
 - d) Section 79 of the Consumer Protection Act, 2019
355. How many rights of consumers are there in the Consumer Protection Act?
- a) 4
 - b) 3
 - c) **6**
 - d) 5
356. Which section of the Consumer Protection Act, 2019 deals with the Experts to assist National Commission or State Commission.?
- a) **Section 66 of the Consumer Protection Act, 2019**
 - b) Section 68 of the Consumer Protection Act, 2019
 - c) Section 61 of the Consumer Protection Act, 2019
 - d) Section 67 of the Consumer Protection Act, 2019
357. Which of the following is not a consumer?
- a) The insurance company
 - b) A licensee to run a phone
 - c) A lottery ticket holder
 - d) **All the above**
358. ISI mark can be seen on which of the following items?
- a) Jewellery
 - b) Edible oil
 - c) **Electrical appliances**
 - d) Cereals
359. Which one of the following does not provide certificate of standardization in India?
- a) ISI
 - b) Agmark
 - c) Hallmark
 - d) **COPRA**

360. Which of the following is not a right of consumers?
- a) Right to safety
 - b) Right to be informed
 - c) Right to choose
 - d) **Right to constitutional remedies**
361. Which logo or mark you will have to look for on a biscuit packet?
- a) **Agmark**
 - b) ISI mark
 - c) Hallmark
 - d) ISO mark
362. Marketing of goods and services which are hazardous to life and property is covered under:
- a) **right to be protected**
 - b) right to be assured
 - c) right to seek redressal
 - d) right to be informed
363. MRP on a product represents:
- a) minimum retail price
 - b) **maximum retail price**
 - c) micro retail price
 - d) none of the above
364. Factors which cause the exploitation of the consumer:
- a) Limited and wrong information
 - b) Illiteracy and ignorance of the consumer
 - c) Few sellers and limited competition
 - d) **All the above**
365. In case of death of a consumer who can prefer complaint under Section 2(1)(b) of Consumer Protection Act 1986
- a) **his legal heir or representative**
 - b) State Government
 - c) consumer association registered under the Companies Act, 1956
 - d) No one can prefer complaint

366. There is a complaint which ordinarily is decided within?
- a) Thirty days from the date on which the complaint was received
 - b) Forty-five days from the date on which the complaint was received**
 - c) Twenty-one days from the date on which the complaint was received
 - d) No time limit
367. The President of District Commission should be a person who is, or has been or qualified to be
- a) District Judge**
 - b) Subordinate Judge
 - c) Magistrate
 - d) None of the above
368. Minimum age for appointed as a member of District Commission
- a) 30 years
 - b) 35 years**
 - c) 28 years
 - d) 40 years
369. Minimum age for appointed as a member of State Commission
- a) 30 years
 - b) 35 years
 - c) 28 years
 - d) 40 years**
370. The limitation period for filing a complaint in District Commission, State Commission and National Commission .
- a) One year
 - b) Two years**
 - c) Three years
 - d) Six months
371. Which of the commissions need not compulsorily include a woman member?
- a) National Commission**
 - b) State Commission
 - c) District Commission
 - d) All the above

372. Which are the grounds for removing the President or members of Consumer Commissions?
- a) Has been adjudged as insolvent
 - b) Has been convicted of an offence involving moral turpitude
 - c) Has become physically or mentally incapable of acting as a member
 - d) **All the above.**
373. A product manufacturer shall be liable in a product liability action ,if-
- a) The product contains a manufacturing defect
 - b) The product is defective in design
 - c) There is a deviation from manufacturing specification
 - d) **All the above**
374. According to Consumer Protection Act 2019, every member of the District Commission shall hold office
- a) **For a period of four years or upto the age of 65 years**
 - b) For a period of five years or upto the age of 65 years
 - c) For a period of five years or upto the age of 70 years
 - d) For a period of four years or upto the age of 70 years
375. Which of the following cannot file a complaint?
- a) Individual consumer
 - b) **Consumer association that has not been recognized**
 - c) Central government
 - d) State government
376. The consumer organisations collects the samples for
- a) Sell them
 - b) **Check them**
 - c) Distribute among the poor
 - d) None of the above
377. Who can file complaint in the case of a minor consumer?
- a) Minor consumer
 - b) Central or State government
 - c) **Parent or legal guardian**
 - d) None of the above.

378. How many Consumers Rights are guaranteed under Consumer Protection Act, 2019?
- a) 3
 - b) 4
 - c) 5
 - d) 6**
379. A complaint shall be instituted in a District Commission within the local limits of whose jurisdiction the:
- a) Place of business or residence of opposite parties
 - b) Place of business or residence of complainant
 - c) where the cause of action, wholly or in part, arises
 - d) Any of the above**
380. How much is to deposited for filing an appeal before State Commission or National Commission?
- a) 50% of the total award amount passed by the lower forum**
 - b) 25 % of the total award amount passed by the lower forum
 - c) 10 % of the total award amount passed by the lower forum
 - d) No amount to be deposited
381. Which of the following have suo motu powers?
- a) District Commission
 - b) State Commission
 - c) National Commission
 - d) Central Consumer Protection Authority**
382. Which of the following has an investigation wing?
- a) Central Consumer Protection Authority**
 - b) District Commission
 - c) State Commission
 - d) National Commission

383. Which one of the following contract between a manufacturer or trader or service provider on one hand, and a consumer on the other, having such terms which cause significant change in the rights of such consumer is an unfair contract:
- a) requiring manifestly excessive security deposits to be given by a consumer for the performance of contractual obligations
 - b) imposing any penalty on the consumer, for the breach of contract thereof which is wholly disproportionate to the loss occurred due to such breach to the other party to the contract
 - c) refusing to accept early repayment of debts on payment of applicable penalty
 - d) all the above**
384. Who is a not a consumer?
- a) A person who obtains goods free of charge
 - b) A person who avails services free of charge
 - c) A person who obtains goods for resale or for any commercial purposes
 - d) All the above**
385. The objectives of Consumer Protection Act, 2019 is Right to
- a) be protected
 - b) consumer awareness
 - c) be heard
 - d) All of these.**
386. Which of the following are problems faced by consumers?
- a) Adulteration
 - b) Sale of spurious goods
 - c) Misleading advertisements
 - d) All the above**
387. Consumer Redressal Commissions entertain complaints relating to
- a) Overcharging or deceptive charging
 - b) Unfair or restrictive trade practices
 - c) Sale of hazardous goods and services which may be hazardous to life.
 - d) All the above**
388. Which of the following are examples of consumer exploitation in India?
- a) The after-sales service provider of the television set charged Rs 200 as service charge though he repaired the set within the warranty period.
 - b) Penalty of Rs. 50 was charged by SBI after issuing the cheque book to the customer showing that the balance available in the account was less than the minimum required balance for issue of cheque book.
 - c) The supply of cooking gas cylinder to the consumers is found to be underweight
 - d) All the above**

389. Which day is observed as World Consumer Rights Day
- a) **15 March**
 - b) 24 December
 - c) 10 December
 - d) 8 March
390. When the seller manipulates the price ,it is known as
- a) **Unfair trade practice**
 - b) Restricted trade practice
 - c) Caveat Emptor
 - d) None of the above
391. A person shall be qualified to be appointed President of the National Commission ,if he:
- a) **is or has been a judge of Supreme Court or high Court**
 - b) Consumer rights activist
 - c) Both (a) & (b)
 - d) None of the above
392. Appeal can be filed against the orders of Central Consumer Protection Authority before
- a) Supreme Court
 - b) **National Commission**
 - c) Central Administrative Tribunal
 - d) None of the above
393. Penalty for noncompliance with the orders of District, State and National Commissions.
- a) Imprisonment for a period of four years
 - b) Fine of Rupees Two lakhs
 - c) **Imprisonment for a period between one month and three years or fine between Twenty-five thousand rupees and one lakh rupees**
 - d) None of the above
394. Consider the following statements regarding the Consumer Protection Act ,2019
- i) It provides for a Central Consumer Protection Authority which aims to promote, protect , and enforce the rights of consumers.
 - ii) It protects a person who obtains goods for resale or commercial purpose as a consumer.
 - iii) It covers transactions through all modes including offline, online through electronic means, teleshopping multilevel marketing or direct selling.
- Select the correct statement
- a) (i) & (ii) only
 - b) **(i) &(iii)only**
 - c) (ii) &(iii) only
 - d) (i),(ii) &(iii)

395. Which of the following is not an authority under Consumer Protection Act 2019?
- a) **Consumer Education and Research Centre**
 - b) Central Consumer Protection Council
 - c) Central Consumer Protection Authority
 - d) National Consumer Disputes Redressal Commissions
396. Penalty for noncompliance o the directions of Central Consumer Protection Authority
- a) No penalty
 - b) **Imprisonment up to six months or fine up to twenty lakhs or both**
 - c) Imprisonment up to two years
 - d) None of the above
397. The National Commission shall consist of a President and maximum of -----members.
- a) Five
 - b) Six
 - c) Ten
 - d) **Eleven**
398. The panel of mediators shall be valid for a period of
- a) **Five years**
 - b) Four years
 - c) Three years
 - d) One Year
399. A product seller who is not a product manufacturer shall be liable in a product liability action, if—
- a) he has exercised substantial control over the designing, testing, manufacturing, packaging or labelling of a product that caused harm
 - b) he has altered or modified the product and such alteration or modification was the substantial factor in causing the harm
 - c) he has made an express warranty of a product independent of any express warranty made by a manufacturer and such product failed to conform to the express warranty made by the product seller which caused the harm
 - d) **All the above**
400. Who is the author of '*The Theory of the Leisure Class*', a book on consumerism published in) 1899?
- a) **Thorstein Veblen**
 - b) Thomas Byrne Edsall
 - c) John Maynard Keynes
 - d) Adam smith

401. In which of the following ancient books have references to the concept of consumer protection against exploitation by the trade and industry, short weight and measures, adulteration, and punishment for these offences?
- a) Yajnavalkya
 - b) Upanishad
 - c) Rig-Veda
 - d) Arthashastra**
402. World consumer rights day observed in?
- a) 15th of March**
 - b) 15th of May
 - c) 16th of May
 - d) 16th of April
403. In which year the American consumer league was founded?
- a) AD 1800
 - b) AD 1890
 - c) AD 1900**
 - d) AD 1910
404. Who was the first general secretary of the NATIONAL CONSUMERS LEAGUE?
- a) Herbert Hoover
 - b) Florence Kelley**
 - c) Thorstein Veblen
 - d) Ellen Swallow Richards
405. Who among the following American social reformers introduced the concept of *conspicuous consumption* relating to consumerism?
- a) Florence Kelley
 - b) Thorstein Veblen**
 - c) Ralph Nader
 - d) Upton Sinclair
406. The FEDERAL TRADE COMMISSION (FTC) was created on?
- a) August 26, 1914
 - b) September 26, 1914**
 - c) October 26, 1914
 - d) July 26, 1914

407. Is the FEDERAL TRADE COMMISSION'S (FTC'S) mission?
- a) Maintain economic equilibrium
 - b) Protect vendor and promote consumer awareness
 - c) Promotion of economic interest of consumers
 - d) Protect consumers and promote competition**
408. When was the United Nations guidelines on consumer protection (UNGCP) adopted by the UN General Assembly?
- a) April 16, 1990
 - b) April 16, 1986
 - c) April 16, 1985**
 - d) April 16, 1982
409. Consumerism as an effective and organized movement started in the 1960s in the USA. Who has lifted consumerism into a major social force?
- a) Upton Sinclair
 - b) Ralph Nader**
 - c) Thorstein Veblen
 - d) Florence Kelley
410. Which Non-Profit consumer organization established in India in 1966 to protect and educate the Indian consumer about sub-standard products and services, adulterated foods, short weights and measures, spurious and hazardous drugs, exorbitant prices, endemic shortages leading to black marketing and profiteering, unfulfilled manufacturer guarantees, and a host of other problems?
- a) Consumer Guidance Society of India (CGSI), Mumbai**
 - b) Voluntary Organization in Interest of Consumer Education (VOICE), Delhi
 - c) Consumer Coordination Council, Delhi
 - d) Consumer Education and Research Centre (CERC), Ahmadabad
411. During the rule of..... strict controls were established in the market place in delhi.ie. Unending supply of grain to the city, grain-carriers sold at prices fixed by the Sultan and there was a mechanism for price-enforcement in the market. Similarly, shop-keepers were punished for under weighing their goods.
- a) Jalal-ud-din Khalji
 - b) Shah jahan
 - c) Aurangzeb
 - d) Alaud-Dīn Khaljī**
- 412.

413. Which was the exclusive source of consumer protection in India during the British regime?
- a) **The Sale of Goods Act of 1930**
 - b) The Indian Contract Act of 1872
 - c) The Agriculture Procedure (Grading and Marketing Act) of 1937
 - d) Government of India Act 1858
414. Which of the following statements is/are correct relating to the consumer protection laws?
- 1) A benefit of this act is that they do not require the consumer to prove mens rea.
 - 2) The offenses are of strict liability, and not dependent on any particular intention or knowledge.
- Options:
- a) Only 1 is correct statement
 - b) Only 2 is correct statement
 - c) Both are incorrect statement
 - d) **Both are correct statement**
415. In which section the word 'consumer' is defined under consumer protection Act 2019?
- a) **Section 2(7)**
 - b) Section 2(2)
 - c) Section 2(5)
 - d) Section 2(8)
416. Which one of the following is not included under the definition of consumer?
- a) buys any goods for a consideration which has been promised to pay
 - b) **buys any goods for the purpose of resale and the consideration has fully paid**
 - c) buys any goods for a consideration under any system of deferred payment
 - d) user of any goods other than the person who buys such goods for a consideration which has paid
417. Section 28 of the consumer protection Act provides that, if it deems fit have the power to establish more than one district commission in a district.
- a) **State government**
 - b) Central government
 - c) National commission
 - d) Governor of the state

418. Pecuniary jurisdiction of district forum under consumer protection Act 2019?
- a) **1 Crore**
 - b) 10 Crore
 - c) 10 lakhs
 - d) 25 lakhs
419. Under which section of The Consumer Protection Act, 2019 Central Consumer Protection Authority has been constituted?
- a) **Section 10(1)**
 - b) Section 11
 - c) Section 13(1)
 - d) Section 9
420. Which one is not a Consumers Rights guaranteed under Consumer Protection Act, 2019?
- a) Right to Choose
 - b) Right to be heard
 - c) **Right to get free return service of goods purchased from e commerce platforms**
 - d) Right to Consumer Awareness
421. Which misleading advertisements make manufacturers liable which is prejudicial to the interest of consumers? Choose correct ones.
- 1) Falsely describes such product or service
 - 2) Gives a false guarantee to, or is likely to mislead the consumers as to the nature, substance, quantity or quality of such product or service
 - 3) Deliberately conceals important information
- Options
- a) 1&2 are correct
 - b) **All of the above are correct**
 - c) 3&1 are correct
 - d) Only 1 is correct
422. The powers of central authority to issue directions and penalties against false or misleading advertisements.
- a) section 24
 - b) section 30
 - c) **section 21**
 - d) section 14

423. "e-commerce" means buying or selling of goods or services including digital products over digital or electronic networks. In which section of the Consumer Protection Act, 2019 defined this?
- a) **Section 2(16)**
 - b) Section 2(14)
 - c) Section 2 (8)
 - d) Section 2(17)
424. What is the prescribed mediation fee under consumer protection Act?
- a) 100 rupees
 - b) **There is no fee prescribed for Mediation**
 - c) 50 rupees
 - d) 500 rupees
425. Central Consumer Protection Authority (CCPA) established under the consumer protection Act, 2019. Which one of the statements is not correct relating to the power of the Central Consumer Protection Authority?
- a) Conduct investigations into violations of consumer rights and institute complaints/prosecution.
 - b) Order recall of unsafe goods and services.
 - c) Order discontinuance of unfair trade practices and misleading advertisements.
 - d) **Impose a penalty up to Rs 1crore, with imprisonment up to two years, on the manufacturer or endorser of false and misleading advertisements.**
426. The investigation wing of the Central Consumer Protection Authority headed by?
- a) District collector
 - b) Chief Commissioner of Central Consumer Protection Authority
 - c) **Director General**
 - d) Any of the member of Central Consumer Protection Authority
427. In which case the Supreme Court held that "a Government official doing his duty as functionary of the State under law could not be said to be rendering a service under consumer law"?
- a) Smt. Laxmiben Laxmichand Shah v. Smt. Sakerben Kanji Chandan
 - b) **S.P. Goel v. Collector of Stamps**
 - c) Spring Meadows Hospital v. Harjot Ahluwalia JT
 - d) Brij Mohan Kher v. Dr. N.H. Banka

428. Which of the following sections define 'deficiency of service' under consumer protection Act, 2019?
- a) Section 2(9)
 - b) Section 2(10)
 - c) Section 2(8)
 - d) Section 2(11)**
429. Which one of the following acts related to deficiency of service under consumer protection Act, 2019?
- (1) any act of negligence or omission or commission by such person which causes loss or injury to the consumer
 - (2) deliberate withholding of relevant information by such person to the consumer
- Options
- a) 1 is correct
 - b) 2 is correct
 - c) Both are correct**
 - d) Both are wrong
430. In which case, the Hon'ble Supreme Court through included medical profession and medical negligence within the scope of the Consumer Protection Act. And consequently empowered the aggrieved (due to medical negligence) to sue for damages for deficiency in services by a medical professional or medical institution, in a Civil Court?
- a) Indian Medical Association v. V.P. Shantha and others**
 - b) Spring Meadows Hospital v. Harjot Ahluwalia JT
 - c) Om Prakash v. Reliance General Insurance and Anr
 - d) V.N. Shrikhande Vs. Anita Sena Fernandes
431. If the complainant is not satisfied with the order passed by State Commission, aggrieved can file review application in the same forum within a period days from the date of passage of order?
- a) 30 days**
 - b) 60 days
 - c) 90 days
 - d) Within 15 working days
432. In which year the National Disputes Redressal Commission was constituted?
- a) 1986
 - b) 1988**
 - c) 2000
 - d) 1998

433. Which of the statements is/are correct in concern with the National Dispute Redressal Commission?

1. National Commission has also been conferred with the powers of administrative control over all the State Commissions by calling for periodical returns regarding the institution, disposal and pendency of cases.
2. A written complaint, can be filed before the National Consumer Commission for the pecuniary value of above 10 crores.
3. The commission is headed by a sitting or retired judge of the Supreme Court of India.
4. The National Consumer Disputes Redressal Commission (NCDRC) is a quasi-judicial commission

Options

- a) **All of the above are correct**
- b) 1,2 &3 are correct
- c) 2 & 1 are correct
- d) 1,3 & 4 are correct

434. is the limitation period of filing a complaint in district forum, state commission & national commission, from the date of cause of action having arise

- a) Within 6 months from the date on which the cause of action has arisen.
- b) **Within 2 years from the date on which the cause of action has arisen.**
- c) Within 1 years from the date on which the cause of action has arisen.
- d) No limitation

435. 'Product liability' has been introduced in the consumer protection Act, 2019. In which section it is defined?

- a) Section 2(32)
- b) **Section 2(34)**
- c) Section 2(12)
- d) Section 2(14)

436. As per the Consumer Disputes Redressal Commission Rules, Fee for filing a complaint on any consumer protection commission for the compensation below 5 lakhs is

- a) 100rs
- b) **No fee**
- c) 500rs
- d) 1000rs

437. Who shall be the chairperson of the central consumer protection council?
- Sitting or retired supreme court judge
 - President
 - The Minister-in-Charge, Consumer Affairs Department in the Central Government**
 - The Minister-in-Charge, Law and Justice in the Central Government,
438. The State Council shall meet as and when necessary but there shall be held not less than meetings in a year
- 3 meetings
 - 1 meeting
 - 5 meetings
 - 2 meetings**
439. Under which section empowered the state government to establish district consumer protection councils for every district?
- Section 11
 - Section 8(1)**
 - Section 10(1)
 - Section 9
440. In which of the following cases, the supreme court held that “ a Trust is not a person and therefore not a consumer. Consequently, it cannot be a complainant and cannot file a consumer dispute under the provisions of the Act”?
- Samira Kohli Vs. Dr. Prabha Manchanda
 - Chief Administrator, H.U.D.A. & Anr. v. Shakuntla Devi
 - Pratibha Pratisthan & Ors. v. Manager, Canara Bank & Ors.**
 - Bhupesh Khurana and others v. Vishwa Budha Parishad and others
441. In which of the following cases, the supreme court held that “the provision of limitation in the Act cannot be strictly construed to disadvantage a consumer and where a supplier is responsible for causing a delay in the settlement of the consumer's claim, the consumer shall be entitled under law to file a complaint in the Consumer Court even after the expiry of the period of two years”?
- National Insurance Company Ltd. v. Hindustan Safety Glass Works Ltd. & Anr.**
 - Ambrish Kumar Shukla & 21 ors. v. Ferrous Infrastructure Pvt. Ltd.
 - Manjeet Singh v. National Insurance Company Ltd. & Anr;
 - Samira Kohli Vs. Dr. Prabha Manchanda

442. In which of the following cases, the supreme court held that, “the word covers all services except rendering of services free of charge or a contract of personal service”?
- Samira Kohli Vs. Dr. Prabha Manchanda
 - National Insurance Company Ltd. v. Hindustan Safety Glass Works Ltd. & Anr.
 - Ambrish Kumar Shukla & 21 ors. v. Ferrous Infrastructure Pvt. Ltd.
 - D.K. Gandhi v. M. Mathias**
443. Consider the following actions, in which action a product manufacturer shall not be liable under ‘product liability’?
- the product contains a manufacturing defect
 - the product is defective in design
 - failure to instruct or warn about a danger which is obvious or commonly known to the user taking into account the characteristics of such a product.**
 - the product fails to contain adequate instructions of correct usage to prevent any harm or any warning regarding improper or incorrect usage.
444. The liability of the product service provider enshrined in section of consumer protection Act, 2019?
- Section 85**
 - Section 55
 - Section 38
 - Section 28
445. "e-commerce" defined in which section of consumer protection, Act 2019?
- Options
- Section 2(15)
 - Section 2(9)
 - Section 2(22)
 - Section 2(16)**
446. Who is empowered to establish a consumer mediation cell attached to the district commission and state commission under section 74(1) of consumer protection, Act 2019?
- The central government
 - The state government**
 - The central consumer protection council
 - National legal service authority
447. The term ‘member’ under section 2(27) includes
- the President and a member of the National Commission
 - the President and a member of the State Commission
 - the President and a member of the District Commission
 - All of the above**

448. The headquarters of the Central Consumer Protection Authority shall be in
- a) **Delhi**
 - b) Mumbai
 - c) Kolkata
 - d) In any place in India as the Central Government may decide.
449. A person aggrieved by any order passed by the Central Authority under sections 20 and 21 may file an appeal to:
- a) The supreme court of India
 - b) **National Commission**
 - c) No appeal
 - d) High court of state where aggrieved person resides
450. makes rules to provide for the qualifications, method of recruitment, procedure for appointment of the President and members of the District Commission.
- a) State government
 - b) National consumer protection council
 - c) State consumer protection council
 - d) **Central government**
451. One can also file an appeal in the State Commission against the order of the District Forum within a period of from the date of order.
- a) 30 days
 - b) **45 days**
 - c) 90 days
 - d) 15 days
452. Which of the following sections deals with punishment for manufacturing for sale or for storing or selling or distributing or importing spurious goods under consumer protection Act, 2019?
- a) Section 95
 - b) Section 85
 - c) **Section 91**
 - d) Section 82

453. Consider the following statements which deal with punishment for manufacturing for sale or for storing or selling or distributing or importing spurious goods. Find the incorrect statements?
1. Causing injury resulting in grievous hurt to the consumer, with imprisonment for a term which may extend to seven years and with fine which may extend to five lakh
 2. Results in the death of a consumer, with imprisonment for a term which shall not be less than seven years, but may extend to imprisonment for life and with fine which shall not be less than ten lakh rupees
 3. Causing injury not amounting to grievous hurt to the consumer, with imprisonment for a term which may extend to one year and with fine which may extend to three lakh rupees
 4. the court may, in case of second or subsequent conviction, suspend the license for 5 years
- Options
- a) 1 & 2 are correct
 - b) 2,3 & 4 are correct
 - c) **1,2& 3 are correct**
 - d) All of the are correct
454. The court suspends the license of manufacture, in case of first submission of sale or storing or selling or distributing or importing spurious goods for the period of?
- a) **2 years**
 - b) 3 years
 - c) 5 years
 - d) 1 year
455. Punishment for manufacturers for selling any product containing an adulterant, that causing injury not amounting to grievous hurt to the consumer?
- a) Imprisonment for a term which may extend to six months and with fine which may extend to one lakh rupees
 - b) **Imprisonment for a term which may extend to one year and with fine which may extend to three lakh rupees**
 - c) Imprisonment for a term which may extend to 3 year and with fine which may extend to one lakh rupees
 - d) Imprisonment for a term which may extend to 1year and with fine which may extend to ten lakh rupees
456. Empanelment of mediators and qualifications of mediators are enshrined in which of the following section of consumer protection Act, 2019?
- a) Section 74
 - b) Section 80
 - c) Section 78
 - d) **Section 75**

457. Consider the following statements
1. The State Commission shall have administrative control over all the District Commissions
 2. The national commission shall have administrative control over all the State Commissions
 3. There shall be a monitoring cell to be constituted by the President of the National Commission to oversee the functioning of the State Commissions from the administrative point of view

Find the correct statements

Options

- a) 1&2 are correct
 - b) 3&1 are correct
 - c) All of the above are incorrect
 - d) **All of the above are correct**
458. The District Commission, the State Commission or the National Commission shall have the power of a , for the trial of non compliance of order under 72(1) of consumer protection Act, 2019?
- a) **Judicial Magistrate**
 - b) Sub judge
 - c) District judge
 - d) No such power
459. The District Commission or the State Commission or the National Commission shall pass suitable order recording such settlement of consumer dispute and dispose of the matter accordingly, within of the receipt of the settlement report?
- a) 30 days
 - b) 14 days
 - c) **7 days**
 - d) 10 days
460. Who shall perform the duties of President of the National commission, if it is vacant?
- a) **senior-most member of the National Commission**
 - b) Any sitting Supreme court judge
 - c) Supreme court chief justice
 - d) All of the above

461. In which section barred suit, prosecution or other legal proceeding shall lie against the Presidents and members of the District Commission, the State Commission and the National Commission, the Chief Commissioner, the Commissioner, any officer or employee and other person performing any duty under this Act?
- a) Section 100
 - b) Section 98**
 - c) Section 81
 - d) Section 89
462. Which bank is not covered under the banking ombudsman scheme?
- a) All Scheduled Commercial Banks
 - b) Regional Rural Banks
 - c) Scheduled Primary Co-operative Banks
 - d) All the above**
463. The tenure of a banking ombudsman is for a period is
- a) Not exceeding 3 years**
 - b) Not exceeding 5 years
 - c) Not exceeding 2 years
 - d) Not exceeding 7 years
464. The Banking Ombudsman Scheme is introduced under which section of the Banking Regulation Act, 1949?
- a) Section 34
 - b) Section 35 A**
 - c) Section 28
 - d) Section 35 AA
465. Cost involved in filing a complaint with banking ombudsman
- a) Does not charge any fee**
 - b) 100 rupees
 - c) 5 rupees
 - d) 50 rupees
466. One can file the appeal against the award or decision of the Banking Ombudsman rejecting the complaint within of the date of receipt of the Award
- a) 14 days
 - b) 60 days
 - c) 90 days
 - d) 30 days**

467. Regional Rural Banks RRBs were established in
- a) 1974
 - b) 1976
 - c) **1975**
 - d) 1973
468. The central bank of the country is responsible for regulating Regional Rural Banks in India.
- a) **Reserve bank of India**
 - b) Central bank of India
 - c) SEBI
 - d) SBI
469. When did the government of India create the institution of insurance ombudsman?
- a) 1988
 - b) 1994
 - c) **1998**
 - d) 1976
470. Which one of the following statements is not correct in concern with the insurance ombudsman?
- a) Insurance brokers are within the ambit of the Ombudsman mechanism, by empowering the Ombudsman to pass awards against insurance brokers as well.
 - b) The Insurance Ombudsman scheme was created by the Government of India for individual policyholders to have their complaints settled out of the courts system in a cost-effective, efficient and impartial way.
 - c) Ombudsman are drawn from the Insurance Industry, Civil Services and Judicial Services.
 - d) **Insurance brokers are not within the ambit of the Ombudsman mechanism, by empowering the Ombudsman to pass awards against insurance brokers as well.**
471. Insurance council is formed under which of the following sections of the insurance Act, 1938?
- a) **Section 40 C**
 - b) Section 40 B
 - c) Section 40 A
 - d) Section 39

472. The insurance Ombudsman is empowered to receive and consider complaints related to grievances against the insurer. Find the incorrect sentences?
1. Delay in settlement of claims
 2. on-issuance of any insurance document to customers after receipt of premium
 3. Dispute with regard to premium paid or payable in terms of the policy.
 4. Dispute on the legal construction of the policy wordings in case such dispute relates to claims

Options

- a) 1 & 3
 - b) Only 4
 - c) 2, 3 & 4
 - d) **None of the above**
473. The Telecom Regulatory Authority of India (TRAI) was established in
- a) **1997**
 - b) 1995
 - c) 1979
 - d) 1989
474. The headquarter of the Telecom Regulatory Authority of India (TRAI) is located at
- a) Mumbai
 - b) **New Delhi**
 - c) Chandigarh
 - d) Hyderabad

475. Which of the following statements is/are not grounds for removal of a member of Telecom Regulatory Authority of India (TRAI)?
1. He/she has been adjudged an insolvent
 2. He/she has been convicted of an offence which involves moral turpitude
 3. He/she has abused his/her position; rendering his/her continuance in office prejudicial to the public interest.
 4. He/she has become physically or mentally incapable of acting as a member

Options

- a) 1, 3 & 4
- b) 1 & 3
- c) Only 2
- d) **None of the above**

476. The Telecom Regulatory Authority of India (TRAI) forwards to the Central Government its recommendation after considering the reference made by that Government within ?
- a) 30 days
 - b) 7 days
 - c) **15 days**
 - d) 20 days
477. In which year established a Telecommunications Dispute Settlement and Appellate Tribunal (TDSAT) to take over the adjudicatory and disputes functions from TRAI?
- a) 1997
 - b) 1999
 - c) 2013
 - d) **2000**
478. Consider the following statements in concern with the Food Safety and Standards Authority of India (FSSAI). Find out the incorrect one
- a) **The chairman of Food Safety and Standards Authority of India (FSSAI) appointed by president of India**
 - b) 22 other members, of which one-third must be women
 - c) Headquarter of Food Safety and Standards Authority of India (FSSAI) is New Delhi
 - d) Food Safety and Standards Authority of India (FSSAI) established on 5th August 2011
479. Central Electricity Regulatory Commission (CERC) is constituted on
- a) 1992
 - b) 1997
 - c) **1998**
 - d) 2000
480. Central Electricity Regulatory Commission (CERC) is established under section of the Electricity Regulatory Commission Act 1998?
- a) section 4
 - b) section 19
 - c) section 10
 - d) **section 3**

481. Central Electricity Regulatory Commission is now guided by section of the Electricity Act 2003.
- a) **section 76**
 - b) section 3
 - c) section 69
 - d) section 44
482. Which of the following sections of the Electricity Act, 2003, deal with the functions of the Central Electricity Regulatory Commission?
- a) section 76
 - b) **section 79**
 - c) section 80
 - d) section 70
483. All projects with plot size of minimum sq.mt or eight apartments need to be registered with Regulatory Authorities under Real Estate (Regulation and Development) Act (RERA), 2016
- a) 700 sq.mt
 - b) 200 sq.mt
 - c) **500 sq.mt**
 - d) 1000 sq.mt
484. Developer's liability under Real Estate (Regulation and Development) Act (RERA), 2016 to repair structural defects for Years.
- a) **Five years**
 - b) Ten years
 - c) Seven years
 - d) Three years
485. Developer's punishment for violation of orders of Appellate Tribunals and Regulatory Authorities under Regulatory Authorities under Real Estate (Regulation and Development) Act (RERA), 2016
- a) Imprisonment of up to five years
 - b) **Imprisonment of up to three years**
 - c) Imprisonment up to seven years
 - d) Imprisonment up to one year

486. “Instead of Gutting Consumer Protection, We Should Be Expanding it” , whose views on consumer protection is this?
- a) **Hillary Clinton**
 - b) Thorstein Veblen
 - c) Thomas Byrne Edsall
 - d) John Maynard Keynes
487. When was the Govt. of India quality control order for mandatory hallmarking of gold Jewellery/artefacts issued ?
- a) March 20, 2020
 - b) February 25, 2020
 - c) **January 15, 2020**
 - d) January 25, 2020
488. Consider the following statements in concern with Hallmark and Find the incorrect one?
- a) Hallmarking is the accurate determination and official recording of the proportionate content of precious metal in precious metal articles.
 - b) The principle objectives of the Hallmarking Scheme are to protect the public against adulteration and to obligate manufacturers to maintain legal standards of fineness.
 - c) **The BIS hallmark is a Hallmarking system only for gold jewellery sold in India certifying the purity of the metal.**
 - d) The Bureau of Indian Standards (BIS) is the National Standards Body of India under Department of Consumer affairs
489. The AGMARK Head Office in
- a) New delhi
 - b) Chandigarh
 - c) **Haryana**
 - d) Mumbai
490. Which of the following matters is/are not included in the list of matters which cannot be submitted to mediation or referred to mediation, under Consumer Protection (Mediation) Rules 2020?
1. The issues surrounding medical negligence result in serious injury or death.
 2. Cases involving serious fraud, document manipulation, forgery, impersonation, and intimidation claims.
 3. Second or subsequent conviction of offence, manufacturing for sale or storing, selling or distributing or importing products containing adulterants.

4. Offenses relating to defaults committed, for which one or more of the parties have made demands for the compounding of offences.

Options

- a) **3**
- b) 1,3&4
- c) 2&1
- d) None of the above
491. Under section 21 of the consumer protection Act, 2019, the penalty that can be imposed on a manufacturer or endorser or publisher for false and misleading advertisements can extend to ?
- a) one lakh rupees
- b) **Ten lakh rupees**
- c) Three lakh rupees
- d) Five Lakh rupees
492. In which of the following cases the Supreme Court held that “having regard to Section 23 of Consumer Protection Act, 1986 (corresponding to the Section 67 of the Consumer Protection Act, 2019) an Appeal will not lie to the Supreme Court if the NCDRC has passed the order in the course of execution proceedings”?
- a) C.V. Ratnam vs Union Of India And Ors.
- b) HDFC Bank Limited v Balwinder Singh
- c) Karnataka Power Transmission Corporation v Ashok Iron Works Private Limited
- d) **M/s Ambience Infrastructure Pvt. Ltd. versus Ambience Island Apartment Owners & Ors.**
493. Which of the following sections of the Consumer Protection Act, 2019 elaborates consumer rights?
- a) **Section 2(9)**
- b) Section 13
- c) Section 2(27)
- d) Section 4
494. Meaning of ‘spurious goods’ under section 2(43)
- a) A kind of duplication where even original manufacturer should not be able to distinguish genuine and a fake product
- b) **Goods which are falsely claimed to be genuine**
- c) Goods which are claimed to be genuine but they are actually not so
- d) Spurious goods are copy of the original products having well-known trademarks, logos

495. Each District Consumer Disputes Redressal Commission shall consist of ?
- A President and not less than three members
 - A President and not less than four members
 - A President and not less than two members**
 - A President and not less than five members
496. Under section 48 the State Commission may, at any stage of the proceeding, transfer any complaint pending before a District Commission to another District Commission within the State ?
- On the application of the complainant**
 - On the reason of excess of complaints, the intimation made by district commission
 - On the application of opponent
 - None of the above
497. In which of the following cases the supreme court held that “The interest of the consumer has to be kept in the forefront and the prime consideration that an essential commodity ought to be made available to the common man at a fair price must rank in priority over every other consideration.”?
- Pratibha Pratisthan & Ors. v. Manager, Canara Bank & Ors.
 - HDFC Bank Limited v Balwinder Singh
 - C.V. Ratnam vs Union Of India And Ors.
 - Prag Ice & Oil Mills v. Union of India**
498. Which of the following is/are not included in the definition of person under consumer protection Act:
- an individual
 - a firm whether registered or not
 - a Hindu undivided family
 - co-operative society
- Options
- 1 & 2
 - 3
 - 4 & 3
 - None of the above**

499. Establishment of State Consumer Disputes Redressal Commission.
- a) **Section 42 of consumer protection Act, 2019**
 - b) Section 40 consumer protection Act, 2019
 - c) Section 39 consumer protection Act, 2019
 - d) Section 28 consumer protection Act, 2019
500. responsible for fixing the benchmark interest rate in india?
- a) Board for Financial Supervision (BFS)
 - b) **Monetary policy committee**
 - c) Board for Payment and Settlement Systems
 - d) DICGC
501. Who heads the Board for Payment and Settlement Systems?
- a) **RBI Governor**
 - b) Chief financial officer
 - c) Person appointed by union government
 - d) None of the above
