

PREVIEW QUESTION BANK

Module Name : nou24-lw01 CPI-101- Consumer Protection Legislation-ENG
Exam Date : 18-May-2024 Batch : 15:00-18:00

Sr. No.	Client Question ID	Question Body and Alternatives	Marks	Negative Marks
Objective Question				
1	12532001	<p>A State commission has jurisdiction to entertain a consumer complaint involving product value:</p> <ol style="list-style-type: none"> Up to ₹ 20 lakh Exceeding ₹ 20 lakh but does not exceed ₹ 70 lakh Up to ₹ 70 lakh Exceeding ₹ 1 crore, but does not exceed ₹ 10 crore <p>A1 : 1</p> <p>A2 : 2</p> <p>A3 : 3</p> <p>A4 : 4</p>	2.0	0.00
Objective Question				
2	12532002	<p>Consumers/buyers have also remedies against sellers under sections _____ of the Sale of Goods Act, 1930</p> <ol style="list-style-type: none"> 57 to 59. 60 to 62. 65 to 68 72 to 75. <p>A1 : 1</p> <p>A2 : 2</p> <p>A3 : 3</p> <p>A4 : 4</p>	2.0	0.00
Objective Question				
3	12532003	<p>The _____ provides the consumer right to get compensation against unfair trade practices</p> <ol style="list-style-type: none"> Right to choose Right to seek redressal Right to trade Right to safety <p>A1 : 1</p>	2.0	0.00

A2 : 2

A3 : 3

A4 : 4

Objective Question

4	12532004	<p>The Consumer Protection Act has no application on _____ Goods</p> <ol style="list-style-type: none"> 1. Immovable 2. Movable 3. Government exempted 4. Resale <p>A1 : 1</p> <p>A2 : 2</p> <p>A3 : 3</p> <p>A4 : 4</p>	2.0	0.00
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Objective Question

5	12532005	<p>Who elects Chief Commissioner and other Commissioner under the Consumer Protection Act?</p> <ol style="list-style-type: none"> 1. President 2. Central Government 3. State Government 4. Prime Minister <p>A1 : 1</p> <p>A2 : 2</p> <p>A3 : 3</p> <p>A4 : 4</p>	2.0	0.00
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Objective Question

6	12532006	<p>_____ heads the central authority's, investigation wing under consumer protection act</p> <ol style="list-style-type: none"> 1. Police officer 2. Magistrate 3. Director-general 4. Judicial officer <p>A1 : 1</p> <p>A2 : 2</p>	2.0	0.00
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A3 : 3

A4 : 4

Objective Question

7	12532007	<p>A consumer complaint can be filed</p> <ol style="list-style-type: none"> 1. in person only 2. in person or by his agent. 3. through unregistered association 4. in person or through his agent and any association or group <p>A1 : 1</p> <p>A2 : 2</p> <p>A3 : 3</p> <p>A4 : 4</p>	2.0	0.00
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Objective Question

8	12532008	<p>Under the Consumer Protection Act, the rights of a consumer do not include, the right to</p> <ol style="list-style-type: none"> 1. be safe 2. Choose 3. be presented 4. be informed <p>A1 : 1</p> <p>A2 : 2</p> <p>A3 : 3</p> <p>A4 : 4</p>	2.0	0.00
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Objective Question

9	12532009	<p>_____ provides information about the core function of the product i.e. how and why the product is likely to be beneficial to the prospective buyer.</p> <ol style="list-style-type: none"> 1. Framing 2. Marking 3. Labelling 4. Branding <p>A1 : 1</p> <p>A2 : 2</p>	2.0	0.00
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A3 : 3

A4 : 4

Objective Question

10	12532010	<p>Consumer should follow which of the following three principles</p> <ol style="list-style-type: none"> 1. Reduce, Reuse and Refill 2. Reduce, Reuse and Recycle 3. Refill, Reuse and Recycle. 4. Reduce, Refill and Recycle. <p>A1 : 1</p> <p>A2 : 2</p> <p>A3 : 3</p> <p>A4 : 4</p>	2.0	0.00
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Objective Question

11	12532011	<p>Consumer Disputes Redressal Agencies are</p> <ol style="list-style-type: none"> 1. Executive bodies 2. Judicial bodies 3. Quasi-judicial bodies 4. Administrative bodies <p>A1 : 1</p> <p>A2 : 2</p> <p>A3 : 3</p> <p>A4 : 4</p>	2.0	0.00
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Objective Question

12	12532012	<p>A trader accumulates his stock of food grains in order to increase the price of the grains in the market so that he can sell it at a higher price, thus amounts to</p> <ol style="list-style-type: none"> 1. Unfair contract 2. Unfair trade practices 3. Restricted trade practices 4. Mala fide trade practice <p>A1 : 1</p> <p>A2 : 2</p>	2.0	0.00
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A3 : 3

A4 : 4

Objective Question

13	12532013	<p>The Agricultural Produce (Grading and Marking) Act, 1937) have provisions for which of the following:</p> <p>I. Fixation of grade designations to indicate the quality of any scheduled article.</p> <p>II. Specification of grade designation marks to represent particular grade designations.</p> <p>1. only I 2. only II 3. both I and II 4. I and II both does not apply</p> <p>A1 : 1</p> <p>A2 : 2</p> <p>A3 : 3</p> <p>A4 : 4</p>	2.0	0.00
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Objective Question

14	12532014	<p>State Consumer Disputes Redressal Commission, is established under _____ of the Consumer Protection Act, 2019</p> <p>1. Section 41 2. Section 11 3. Section 42 4. Section 21</p> <p>A1 : 1</p> <p>A2 : 2</p> <p>A3 : 3</p> <p>A4 : 4</p>	2.0	0.00
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Objective Question

15	12532015	<p>The Indian Penal Code of 1860 under _____ deals with the offences relating to weights and measures?</p> <p>1. Chapter 13: Sections 264-267 2. Chapter 13: Sections 268-271 3. Chapter 13: Sections 272-275 4. Chapter 13: Sections 276-279</p> <p>A1 : 1</p>	2.0	0.00
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		A2 : 2		
		A3 : 3		
		A4 : 4		

Objective Question				
16	12532016	<p>Right to Choose means:</p> <ol style="list-style-type: none"> 1. a fair settlement of the consumer grievances 2. to access variety of goods at competitive prices. 3. due consideration of consumers' interests 4. to negotiate variety of goods 	2.0	0.00
		A1 : 1		
		A2 : 2		
		A3 : 3		
		A4 : 4		

Objective Question				
17	12532017	<p>The family, religious organizations, and educational institutions helps in transmission of _____</p> <ol style="list-style-type: none"> 1. Personality traits 2. Psychological traits 3. Cultural values 4. Consumer feedback 	2.0	0.00
		A1 : 1		
		A2 : 2		
		A3 : 3		
		A4 : 4		

Objective Question				
18	12532018	<p>The concept of _____ has been introduced by the Consumer Protection Act, 2019 in respect of defective product manufactured or sold in to the Indian market</p> <ol style="list-style-type: none"> 1. Civil liability 2. Strict liability 3. Product liability 4. Vicarious liability 	2.0	0.00
		A1 : 1		

A2 : 2

A3 : 3

A4 : 4

Objective Question

19	12532019	<p>In which of the following years did United Nations adopt the UN Guide-lines for Consumer Protection</p> <ol style="list-style-type: none"> 1. 1965 2. 1975 3. 1985 4. 1995 <p>A1 : 1</p> <p>A2 : 2</p> <p>A3 : 3</p> <p>A4 : 4</p>	2.0	0.00
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Objective Question

20	12532020	<p>In India, the consumer movement originated with the necessity of protecting and promoting the interests of consumers against:</p> <ol style="list-style-type: none"> 1. Shopkeepers and manufactures 2. Unethical and unfair trade practices 3. monopoly and unfair trade practices 4. Perfect competition <p>A1 : 1</p> <p>A2 : 2</p> <p>A3 : 3</p> <p>A4 : 4</p>	2.0	0.00
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Objective Question

21	12532021	<p>When the trader for the purpose of promoting the sale or supply of any goods uses any deceptive practice, it is known as</p> <ol style="list-style-type: none"> 1. Unfair trade practices 2. Restricted trade practices 3. Caveat Emptor 4. Unfair contract <p>A1 : 1</p>	2.0	0.00
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		A2 : 2		
		A3 : 3		
		A4 : 4		

Objective Question				
22	12532022	<p>Reference groups are</p> <ol style="list-style-type: none"> 1. Groups that an individual looks to when forming attitudes and opinions 2. Groups of people who have same culture 3. Groups of people who have been referred to by someone they know 4. Groups of office colleagues 	2.0	0.00
		A1 : 1		
		A2 : 2		
		A3 : 3		
		A4 : 4		

Objective Question				
23	12532023	<p>Family has a ____ influence on the behaviour and attitude of a buyer.</p> <ol style="list-style-type: none"> 1. Direct 2. Indirect 3. Direct or indirect 4. Solid 	2.0	0.00
		A1 : 1		
		A2 : 2		
		A3 : 3		
		A4 : 4		

Objective Question				
24	12532024	<p>'Misleading advertisement' in relation to any product or service, means an advertisement, which</p> <ol style="list-style-type: none"> 1. deliberately conceals important information 2. places the superiority of its product over its competitors' without specifically naming their products or brands. 3. Encourages competition 4. can lead to various biases 	2.0	0.00
		A1 : 1		

A2 : 2

A3 : 3

A4 : 4

Objective Question

25 12532025

2.0 0.00

In 1985 FICCI set up _____ to mediate between the conflicting interests of consumers and business.

1. Trader -buyer Forum
2. Consumer Forum
3. Mediation centre
4. Consumer Business Forum

A1 : 1

A2 : 2

A3 : 3

A4 : 4

Objective Question

26 12532026

2.0 0.00

_____ makes it difficult for consumers to lead environment-sensitive lives

1. Non-Aggressive advertising
2. Aggressive advertising
3. Mass advertising
4. Deceptive advertising

A1 : 1

A2 : 2

A3 : 3

A4 : 4

Objective Question

27 12532027

2.0 0.00

The _____ imposes an obligation on a person who pollutes the environment and tries to destroy it, to compensate for the damage that person caused

1. Precautionary principle
2. Polluter pays principle
3. User pays principle
4. Environmental principles

A1 : 1

A2 : 2

A3 : 3

A4 : 4

Objective Question

28	12532028	<p>A consumer aggrieved by the order of the district Commission can file an appeal in the state Commission within _____ from the date of the order passed by the State Commission.</p> <ol style="list-style-type: none"> 1. a period of 90 days 2. a period of 60 days 3. a period of 45 days 4. a period of 30 days <p>A1 : 1</p> <p>A2 : 2</p> <p>A3 : 3</p> <p>A4 : 4</p>	2.0	0.00
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Objective Question

29	12532029	<p>Consumerism refers to</p> <ol style="list-style-type: none"> 1. Advocacy of the international rights of consumers 2. Hiring of service for others 3. Purchasing of goods for others 4. Advocacy of the rights and interests of consumers <p>A1 : 1</p> <p>A2 : 2</p> <p>A3 : 3</p> <p>A4 : 4</p>	2.0	0.00
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Objective Question

30	12532030	<p>A contract between service provider and consumer stipulates that early repayment of debts on payment of applicable penalty will not be accepted. The contract is</p> <ol style="list-style-type: none"> 1. Legally binding 2. Un ethical 3. Unfair 4. Restrictive 	2.0	0.00
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	A1 : 1		
	A2 : 2		
	A3 : 3		
	A4 : 4		

Objective Question

31	12532031	<p>The relatively homogeneous and enduring divisions in a society, which are hierarchically ordered and whose members share similar values, interests, and behavior constitute</p> <ol style="list-style-type: none"> 1. a culture 2. a subculture 3. a social class 4. a family <p>A1 : 1</p> <p>A2 : 2</p> <p>A3 : 3</p> <p>A4 : 4</p>	2.0	0.00
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Objective Question

32	12532032	<p>_____ is one of the most basic influences on an individual's needs, wants, and behavior.</p> <ol style="list-style-type: none"> 1. Brand 2. Culture 3. Product 4. Price <p>A1 : 1</p> <p>A2 : 2</p> <p>A3 : 3</p> <p>A4 : 4</p>	2.0	0.00
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Objective Question

33	12532033	<p>Many sub cultural barriers are decreasing because of mass communication, mass transit, and _____</p> <ol style="list-style-type: none"> 1. The rising unemployment situation 2. An influence of political power 3. The use of new technology 4. A decline in the influence of religious values <p>A1 : 1</p>	2.0	0.00
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A2 : 2

A3 : 3

A4 : 4

Objective Question

34	12532034	<p>The Council for Fair Business Practices was established in _____</p> <ol style="list-style-type: none"> 1. 1966 2. 1990 3. 1995 4. 1999 <p>A1 : 1</p> <p>A2 : 2</p> <p>A3 : 3</p> <p>A4 : 4</p>	2.0	0.00
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Objective Question

35	12532035	<p>To protect themselves what do consumers need?</p> <ol style="list-style-type: none"> 1. Consumer Forums 2. Consumer Protection Councils 3. Consumer movement 4. Consumer awareness <p>A1 : 1</p> <p>A2 : 2</p> <p>A3 : 3</p> <p>A4 : 4</p>	2.0	0.00
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Objective Question

36	12532036	<p>A study of forces which determine consumer reactions or responses to their economic, social and cultural environment denotes.</p> <ol style="list-style-type: none"> 1. Consumer behavior 2. Consumer Dynamics 3. Consumer Response 4. Consumer satisfaction <p>A1 : 1</p>	2.0	0.00
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A2 : 2

A3 : 3

A4 : 4

Objective Question

37 12532037

2.0 0.00

_____ is the study of how individuals, groups and organizations select, buy, use and dispose of goods, services, ideas or experiences to satisfy their needs and wants.

- 1. Consumer behavior
- 2. Product cycle
- 3. Purchase behavior
- 4. Customer behavior

A1 : 1

A2 : 2

A3 : 3

A4 : 4

Objective Question

38 12532038

2.0 0.00

_____ is the economic and social ideology which seeks redress or remedy for dissatisfaction that has arisen while purchasing goods and services

- 1. Consumerism
- 2. Consumer empowerment
- 3. Communitarianism
- 4. Civil liberty

A1 : 1

A2 : 2

A3 : 3

A4 : 4

Objective Question

39 12532039

2.0 0.00

_____ are the attributes which combine geography and demographics which may cluster into identifiable groups.

- 1. Brand affinity
- 2. Goods affinity
- 3. Geodemographics
- 4. Benefits Sought

A1 : 1
 A2 : 2
 A3 : 3
 A4 : 4

Objective Question

40	12532040	<p>On what grounds you cannot claim compensation from the product manufacturer.</p> <ol style="list-style-type: none"> 1. Manufacturing Defect 2. Defect in design 3. Deviation from specification 4. Damaged by consumer <p>A1 : 1 A2 : 2 A3 : 3 A4 : 4</p>	2.0	0.00
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Objective Question

41	12532041	<p>The major causes for the evolution of consumerism have been identified as:</p> <ol style="list-style-type: none"> 1. Industrial revolution , Adulteration, duplication and sub-standard products 2. Monopoly, Adulteration, duplication and sub-standard products 3. Rising Prices, Adulteration, duplication and sub-standard products 4. Industrial revolution Rising Prices. <p>A1 : 1 A2 : 2 A3 : 3 A4 : 4</p>	2.0	0.00
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Objective Question

42	12532042	<p>_____ is the world federation of consumer groups that serves as the only independent and authoritative global voice for consumers.</p> <ol style="list-style-type: none"> 1. Consumers International 2. Consumers Interpol 3. Consumers Interaction 4. Consumers Interpersonal 	2.0	0.00
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- A1 : 1
- A2 : 2
- A3 : 3
- A4 : 4

Objective Question

43	12532043	<p>_____ is the energy that helps to make behavior happen and gives it a purpose and direction.</p> <ol style="list-style-type: none"> 1. Emotion 2. Belief 3. Motivation 4. Attitude <p>A1 : 1</p> <p>A2 : 2</p> <p>A3 : 3</p> <p>A4 : 4</p>	2.0	0.00
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Objective Question

44	12532044	<p>The District Commission should decide the complaint within a period of _____ months from the date of receipt of notice by opposite party, where it requires analysis or testing of commodities:</p> <ol style="list-style-type: none"> 1. Eight months. 2. Nine months 3. Five months 4. Two months <p>A1 : 1</p> <p>A2 : 2</p> <p>A3 : 3</p> <p>A4 : 4</p>	2.0	0.00
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Objective Question

45	12532045	<p>Right to be to be Informed means:</p> <ol style="list-style-type: none"> 1. Access to the information about the product or service 2. Access to the variety of goods and services at competitive prices. 3. Due consideration given to the consumers' interest 4. Access to grievance redressal forums 	2.0	0.00
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A1 : 1

A2 : 2

A3 : 3

A4 : 4

Objective Question

46 12532046

2.0 0.00

_____ provides for state duty to prevent commission of crimes against the consumers and also to regulate trade

1. Arthasastra.
2. Rig Veda.
3. Samhita
4. Vedanga

A1 : 1

A2 : 2

A3 : 3

A4 : 4

Objective Question

47 12532047

2.0 0.00

Which of the following statement(s) is true?

Right to seek redressal aims to ensure:

- I. Right to fair settlement of the genuine grievances of the consumer.
- II. Right to seek redressal against unscrupulous exploitation of consumers.
- III. Consumer's interests will receive due consideration at appropriate forums.

1. only I
2. both I and II
3. both I and III
4. only III

A1 : 1

A2 : 2

A3 : 3

A4 : 4

Objective Question

48 12532048

2.0 0.00

In which of the following country, The Antimonopoly Act, 1949 provides for Prohibition of Private Monopolization and Maintenance of Fair Trade.

1. China
2. Japan
3. India
4. European Union.

A1 : 1

A2 : 2

A3 : 3

A4 : 4

Objective Question

49	12532049	<p>A person aggrieved, by any order passed by the State Commission in exercise of its power. may file an appeal to the</p> <ol style="list-style-type: none"> 1. District Commission 2. State Commission 3. National Commission 4. Consumer forum <p>A1 : 1</p> <p>A2 : 2</p> <p>A3 : 3</p> <p>A4 : 4</p>	2.0	0.00
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Objective Question

50	12532050	<p>The complaint can be filed before consumer forum within _____ from the date on which the cause of action has arisen.</p> <ol style="list-style-type: none"> 1. ninety days 2. one years 3. two years 4. three years <p>A1 : 1</p> <p>A2 : 2</p> <p>A3 : 3</p> <p>A4 : 4</p>	2.0	0.00
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