

QB365 Question Bank Software Study Materials

Grievance Redressal Mechanism 40 Important 1 Marks Questions With Answers (Book Back and Creative)

12th Standard

Commerce

Total Marks : 40

Multiple Choice Question

40 x 1 = 40

- 1) The Chairman of the National Consumer Disputes Redressal Council is _____.
(a) Serving or Retired judge of the Supreme Court of India (b) Prime Minister (c) President of India
(d) None of the above
- 2) The Chairman of the State Consumer Protection Council is _____.
(a) Judge of a High Court (b) Chief Minister (c) Finance Minister (d) None of the above
- 3) The Chairman of the District Forum is _____.
(a) District Judge (b) High Court Judge (c) Supreme Court Judge (d) None of the above
- 4) The State Commission can entertain complaints where the value of the goods or services and the compensation, if any claimed exceed _____.
(a) Rs. 2 lakhs but does not exceed Rs.5 lakhs **(b) Rs.20 lakhs but does not exceed Rs.1 crore**
(c) Rs. 3 lakhs but does not exceed Rs. 5 lakhs (d) Rs. 4 lakhs but does not exceed Rs. 20 lakhs
- 5) The International Organisation of Consumers Unions (IOCU) was first established in _____.
(a) 1960 (b) 1965 (c) 1967 (d) 1987
- 6) The National Consumer Disputes Redressal Commission has jurisdiction to entertain complaints where the value of goods/services complained against and the compensation, if any, claimed is
(a) Exceeding Rs. 1 crore (b) Exceeding Rs. 10 lakhs (c) Exceeding Rs. 5 lakhs (d) Exceeding Rs. 12 lakhs
- 7) The District Forum can entertain complaints where the value of goods or services and the compensation if any claimed is less than
(a) Below Rs. 10,00,000 **(b) Below Rs. 20,00,000** (c) Below Rs. 40,00,000 (d) Below Rs. 50,00,000
- 8) Consumer awareness covers the following:
(a) Consumer awareness about Maximum Retail Price (MRP) (b) Consumer awareness about Fair Price Shop
(c) Consumer awareness about price, quality, and expiry date of the product **(d) All of the above**
- 9) Complaints can also be filed by the
(a) Central Government (b) State Government (c) A group of consumers **(d) All of the above**
- 10) A consumer has to be protected against
(a) Defects of product (b) Deficiencies of product (c) Unfair and restrictive trade practices **(d) All of the above**
- 11) Complaints can be filed with the forum by a
(a) Consumer (b) Channel of members (c) Suppliers (d) Competitors
- 12) The National Consumer Disputes Redressal Commission (NCDRe) at the apex is situated at
(a) Calcutta **(b) New Delhi** (c) Bombay (d) Chennai
- 13) For the District consumer Forum, is a value of upto

(a) **Rs. 20 lakhs** (b) Rs. 15 lakhs (c) Rs. 25 lakhs (d) Rs. 10 lakhs

14) For the State Commission, is a value above

(a) Rs. 5 lakhs and Rs. 50 lakhs (b) **Rs. 20 lakhs and Rs.1 crore** (c) Rs. 20 lakhs and Rs. 5 crore
(d) Rs.10 lakhks and Rs. 1 crore

15) The state consumer protection council is also called

(a) **State commission** (b) National Consumer (c) District forum (d) Consumer council

16) In Organizations, employee dissatisfaction is indicated by

(a) **complaint** (b) employee ownership (c) grievance arbitration (d) grievance strike

17) Formal written complaint of employees is called

(a) grievance arbitration (b) grievance strike (c) **grievance** (d) employee ownership

18) The central consumer protection council shall consist of the following members

(a) **To minister in charge of consumer affairs in the central government, who shall be its chairman**
(b) Such member of other official or non official members representing such interest as may be prescribed
(c) The chief justice of high court (d) Both A and B

19) Members of state consumer protection council should not exceed

(a) two (b) five (c) **ten** (d) three

20) The chairman of the district consumer protection council is

(a) District Magistrate (b) **Collector of the District** (c) MP of the District (d) None of these

21) Which one of the following known as consumer disputes redressal agency?

(a) District forum (b) State Commission (c) National Commission (d) **All the above**

22) Any person aggrieved by an order made by the District forum may prefer an appeal such order to the state commission within

(a) 60 days (b) 90 days (c) 5 month (d) **30 days**

23) President of the District forum shall be a person who has been, or is qualified to be a

(a) **District Judge** (b) District Collector (c) High Court Judge (d) MusifCourt Judge

24) The number of official and non-official members in District consumer Protection council is prescribed by

(a) Central government (b) **State government** (c) Governor-of the state (d) State High court

25)

List I	List II
i) Mahatma Gandhi	1) Section 9
ii) Consumer councils	2) New Delhi
iii) District forum	3) Consumer awareness
iv) National Consumer Disputes Redressal Commission	4) Customer

(a) (i)(ii)(iii)(iv) (b) (i)(ii)(iii)(iv) (c) **(i)(ii)(iii)(iv)** (d) (i)(ii)(iii)(iv)

1	2	3	4
4	2	3	1
4	3	1	2
3	4	2	1

26)

List I	List II
i) District consumer Forum	1) State consumer protection council
ii) State commission	2) National consumer Disputes Redressal ICommission
iii) National commission	3) Protect their rights and interests

iv)	Voluntary organizations for consumer awareness	4)	Rs. 20 lakhs
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(a)	(b)	(c)	(d)
(i)(ii)(iii)(iv)	(i)(ii)(iii)(iv)	(i)(ii)(iii)(iv)	(i)(ii)(iii)(iv)
1 2 3 4	4 1 2 3	2 3 4 1	3 4 1 2

- 27) In this modern world _____ are the vital part of the business.
(a) consumers (b) suppliers (c) producers (d) competitors
- 28) _____ has also taken necessary steps to save the consumers.
 (a) Producers (b) Competitors **(c) Government** (d) None of these
- 29) A few firms enjoy _____ power in the market place.
(a) Monopoly (b) Oligopoly (c) Monopsony (d) None of these
- 30) _____ can also be filed by the central or state government or by a group of consumers.
(a) Complaints (b) Order copy (c) Specimen copy (d) None of these
- 31) The District council shall held _____ meetings every year.
 (a) one (b) three **(c) two** (d) four
- 32) The consumer's organizations play a significant role is eliminating the evil of_____.
 (a) Adulteration (b) Hoarding black marketing (c) Under-weight selling **(d) All the these**
- 33) Filing complaint contains _____ details.
 (a) Name (b) Address (c) Product or service **(d) All of these**
- 34) _____ is a board label, for any individuals a house holds that use goods and services produced.
(a) Consumer (b) Organizing (c) National commission (d) State commission
- 35) Match the following.

District Consumer fourm	(i) Loss or damage
State Commission	(ii) Value of above Rupees one crore
National Commission	(iii) Value above twenty lakhs to rupees one crore
Complaint field	(iv) Value upto Rupees twenty lakhs

(a)	(b)	(c)	(d)
A B C D	A B C D	A B C D	A B C D
iv iii iii	i ii iv iii	iiii i iv	iv ii i iii

- 36) Pick out odd one out.
 (a) National Commission Forum (b) State Commission Forum (c) District Consumer Forum
(d) Voluntary Consumer Organizations
- 37) The International Organization of Consumers Unions (IOCU) was first established in
(a) 1960 (b) 1965 (c) 1967 (d) 1987
- 38) Assertion (A): Consumer Protection Act Postulates establishment of consumer Protection Councils at the District, State and Central levels for the purpose of Spreading Consumer awareness.
 Reason (R) : Objects of the councils, as per the Act, shall be to promote and protect to the rights of the consumers.
 (a) Both (A) and (R) are true and , (R) is the correct explanation of (A)
(b) Both (A) and (R) are true and (R) is not the correct explanation of (A) (c) (e) is true, but (R) is false
 (d) (A) is false, but (R) is true

39) A complaint can be filed by a complainant against the _____.

- (a) Seller (b) Manufacturer (c) Dealer **(d) All of these**

40) Find out the one which is not relevant to register the complaint in Consumer Court.

(a) Complaint can be registered, in person by the complainant or by post or by his authorised agent.

(b) Complaint must be registered within 6 months from the date of defect in goods or service.

(c) It is not necessary to involve the advocates in lodging the complaint (d) Stamp paper is not required for declaration.