

QB365 Question Bank Software Study Materials

Rights , Duties & Responsibilities of Consumers 45 Important 1 Marks Questions With Answers (Book Back and Creative)

12th Standard

Commerce

Total Marks : 45

Multiple Choice Question

45 x 1 = 45

- 1) The final aim of modern marketing is_____.
(a) Maximum profit (b) Minimum profit **(c) Consumer satisfaction** (d) Service to the society
- 2) _____is the king of modern marketing.
(a) Consumer (b) Wholesaler (c) Producer (d) Retailer
- 3) As the consumer is having the rights, they are also having_____.
(a) Measures (b) Promotion **(c) Responsibilities** (d) Duties
- 4) Which of the following is not a consumer right summed up by John F. Kennedy?
(a) Right to safety (b) Right to choose **(c) Right to consume** (d) Right to be informed
- 5) It is the responsibility of a consumer that he must obtain _____ as a proof for the purchase of goods.
(a) Cash receipt (b) Warranty card (c) Invoice (d) All of these
- 6) Satisfaction of consumer needs is stated to be supreme objective of a
(a) business (b) industry (c) commerce (d) economics
- 7) Who cheat consumer by using unfair weight and measure?
(a) Producers (b) Employees **(c) Sellers** (d) Workers
- 8) The consumer should discharge his duties as responsible
(a) citizen (b) workers (c) both (d) none of these
- 9) The most important law is the
(a) Consumer Protection Act, 1986 (b) Sale of Goods Act, 1930 (c) Weights and Measures Act, 1958
(d) Trademark Act, 1999
- 10) Consumer satisfaction is the ultimate aim of
(a) marketing (b) business ethics **(c) modern marketing** (d) none of these
- 11) Consumerism has been defined as
(a) environmental problems **(b) an improved quality of life** (c) grievances of consumers (d) none of these
- 12) "Consumer has the right to present before the appropriate forum or authorities all those matters which effect his interests" - This right of consumer is termed as right to be
(a) informed **(b) heard** (c) safety (d) educated
- 13) Which of the following does not fall under consumer rights?
(a) rights to the informed (b) rights to choose **(c) rights to seek government help**
(d) rights to represent the consumer court

- 14) The total number of rights given to consumers as per consumer protection Act is
 (a) 5 (b) 4 **(c) 6** (d) 8
- 15) The consumers right to be informed about the true benefits of a product has led to specific proposals regarding
 (a) Bulk price **(b) Unit price** (c) Maximum retail price (d) Pure price
- 16) Penalty for the violation of the orders of the forum commission is
(a) A fine or imprisonment or both (b) Imprisonment upto 3 year (c) Fine up to Rs.50,000 (d) Fine upto Rs.5,000

17)

List I		List II	
i)	Right of safety	1)	Advertising, labelling
ii)	Rights to be informed	2)	Quality, design
iii)	Right to choose	3)	Grievances of consumers
iv)	Right to be Heard	4)	Emulsifiers, preservatives

(a)	(b)	(c)	(d)
(i)(ii)(iii)(iv)	(i)(ii)(iii)(iv)	(i)(ii)(iii)(iv)	(i)(ii)(iii)(iv)
1 2 3 4	2 3 4 1	4 1 2 3	3 2 4 1

- 18) _____ should be conscious of his duties.
 (a) Worker (b) Producer **(c) Consumer** (d) Wholesalers
- 19) _____ should make purchase judiciously and should not misuse his rights.
 (a) Employers **(b) Consumer** (c) Retailers (d) Wholesalers
- 20) _____ should check the weights and balance of the product
 (a) Manufacturers (b) Retailers (c) Wholesalers **(d) Consumer**
- 21) Mostly _____ are used to be very attractive and appealing to the senses.
(a) advertisements (b) salesmanship (c) consumerism (d) none of these
- 22) _____ and _____ are two sides of the same coin.
 (a) Duties, responsibilities **(b) Rights, responsibilities** (c) Powers, duties (d) Powers, rights
- 23) The best examples of _____ kind are food additives, colours, and preservatives
(a) Right of safety (b) Right to be informed (c) Right to choose (d) Right to seek redressal
- 24) _____ and _____ on the package should provide objective information to buyers.
(a) Advertising, labelling (b) Labelling, motivating (c) Planning, labelling (d) None of these
- 25) _____ is the latest addition to consumer bill of rights.
 (a) Right to consumer production (b) Right to choose (c) Right to seek redressal **(d) Right to basic needs**
- 26) _____ should be free from various modes of population.
(a) Community life (b) Quality product (c) Quantity product (d) None of these
- 27) _____ refers to how consumers get rid of the product and packaging.
 (a) Purchase (b) Consumption **(c) Disposal** (d) Exchange
- 28) _____ provides the adequate and accurate information about quality, quantity, purity, standard and the price of the goods and services.
 (a) Right to choose (b) Right to be heard **(c) Right to be informed** (d) Right to consumer education
- 29) _____ provides a fair settlement of genuine grievances relating to the performance, grade, quality etc of goods and services.

- (a) Right to safety (b) Right to consumer education (c) **Right to consumer protection act** (d) Right to choose

30) _____ provides consumer associations, educational institutions and policy makers can play an important part.

- (a) Right to safety (b) Right to be heard (c) Right to choose (d) **Right to consumer education**

31) _____ provides the consumer must be assured whenever possible access to a variety of goods and services at competitive prices.

- (a) Right to consumer protection Act (b) **Right to choose** (c) Right to safety (d) Right to be heard

32) _____ provides a safeguard for consumers against goods and services which are hazardous to health

- (a) Right to choose (b) **Right to safety** (c) Right to be heard (d) Right to be informed

33) The number of members in District Forum, State Commission and National Commission are _____ respectively

- (a) **3,3,5** (b) 3,3,3 (c) 1,3,5 (d) 3,2,4

34) _____ of every year is celebrated as consumer's day.

- (a) 15th October (b) **15th March** (c) 15th April (d) 15th August

35) _____ is the ultimate aim of modern marketing and is the philosophy of marketing concepts.

- (a) **Consumer satisfaction** (b) Profit (c) Addressing Grievance (d) None of these

36) The package contains _____ details.

- (a) date of expiry (b) batch number (c) warnings (d) **All of these**

37) Every consumer has a right to get get basic necessities of life such as _____.

- (a) Food (b) clothing (c) water (d) **All of these**

38) Pick out the odd one.

- (a) ISI (b) Ag mark (c) FPO (d) **AC**

39) The Consumer Protection Act is _____.

- (a) **1986** (b) 1932 (c) 1928 (d) 1947

40) The consumer must seek to collect complete information about the _____.

- (a) quality (b) quantity (c) price (d) **All of these**

41) Rights of consumer.

- (a) Basic need (b) Safety (c) Healthy environment (d) **All of these**

42) Match the following.

Rights to Consumer	(i) Wide Range of Products
Consumer Protection	(ii) Perceived well being of people
Right to Choose	(iii) Rights of Consumer
Right to Quality of life	(iv) Consumer Education

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

A B C D	ABCD	ABCD
iviii i	i ii iii iv	iviii ii

43) Pick out the odd one.

- (a) Duties of Consumer (b) Rights of Consumer (c) Responsibilities of consumer (d) **Redressal of Consumer**

44) Assertion (A) : Satisfaction of consumers wants and needs is stated to be the prime and supreme objective of a business.
Reason (R) : The consumer is to be protected against any unfair practices of trade.

(a) Both (A) and (R) are true and (R) is the correct explanation of (A)

(b) Both (A) and (R) are true but (R) is not the correct explanation of (A) (c) (A) is true, but (R) is false

(d) (A) is false, but (R) is true

45) Which is not correctly Matched?

(a) Objectives of business - (i) Satisfaction of consumer needs (b) Right to be informed - (ii) Relevant facts about the Product

(c) Reputed shops - (iii) Super bazaar, cooperative stores **(d) Consumer Education - (iv) Solve consumer Grievances**