

# QB365 Question Bank Software Study Materials

## Grievance Redressal Mechanism Important 2,3 & 5 Marks Questions With Answers (Book Back and Creative)

12th Standard

Commerce

Total Marks : 74

### 2 Marks

7 x 2 = 14

1) What do you mean by Redressal Mechanism?

**Answer :** (i) Redressal mechanism is a management and governance related process used commonly in India.  
(ii) It covers the receipt and processing of complaints from citizens and consumers.  
(iii) It also includes the action taken on any issue raised by them to avail services more effectively.

2) What do you know about National Commission?

**Answer :** (i) The National Consumer Disputes Redressal Commission (NCDRC) of India is a quasi-Judicial commission in India.  
(ii) It was set up in 1988 under the consumer protection Act, of 1986.  
(iii) Its head office is in New Delhi. It is headed by the serving or retired judge of the Supreme court.  
(iv) It is also called as National Commission.

3) State the meaning of the term State commission.

**Answer :** (i) The State commission is to be appointed by the state government in consultation with the central government. It has the function at state level.  
(ii) The State Consumer Protection Council is also known as "Consumer Disputes Redressal Commission".  
(iii) The State Consumer Protection Council is also called as State commission.

4) What is an term District Forum?

**Answer :** 1. As per the consumer protection act, 1986 at the district level each state established a consumer dispute redressal forum known as the District Forum.  
2. The district forum consists of a president and two members. The District Forum shall entertain the complaints where the value of goods or services exceeds the limit of 20 lakhs.

5) How to register the complaints?

**Answer :** (i) Complaint can be registered within 2 years from the date on which the cause of action has arisen, to the date on which the completion from the deficiency in service.  
(ii) Stamp paper is not required for declaration  
(iii) Complaint can be registered, in person, by the complainant or through his authorised agent or by post addressed to the Redressal Agency.

6) How did Mahatma Gandhi explain the consumer?

**Answer :** Mahatma Gandhi said about the Customer A customer is the most important visitor on our premises. He is not dependent on us. We are dependent on him. He is not an interruption of our work. He is the purpose of it. He is not an outsider of our business. He is part of it. We are not doing him a favour by serving him. He is doing us a favour by giving us the opportunity to do so.

7) Write any two situations when the complaint can be made?

**Answer :** (i) Loss or damage is caused to the consumer due to unfair trade practice of a trader.  
(ii) If the article purchased by a consumer is defective.  
(iii) If the services availed of by a consumer suffer from any deficiency.

### 3 Marks

10 x 3 = 30

8) Who are the members of the National Commission? (or) Describe the members of the National Commission

**Answer :** The National Consumer Disputes Redressal Commission has the following members:

- (i) The National Commission should have five members.
- (ii) One should be from judiciary.
- (iii) Four other members of ability, knowledge and experience from any other fields.
- (iv) It should include a woman.

9) Write a note on the Voluntary Consumer Organisation.

**Answer :** Voluntary consumer organizations refer to the organization formed voluntarily by the consumers to protect their rights and interests.

**Objectives of voluntary organisations :**

- (i) The Department of Consumer Affairs (DCA) operates the Consumer Welfare Fund (CWF). The primary objective of CWF is to strengthen the Consumer Advocacy Movement in India.
- (ii) A wide network of Voluntary Consumer Organisations (VCO) is doing of commendable work to raise awareness amongst consumers.
- (iii) To strengthen consumer protection and welfare and to provide counselling, guidance and mediation services.
- (iv) Voluntary consumer organisation supported through consumer welfare fund provides grants for diverse projects including comparative testing of products and services and dissemination of the findings.
- (v) Steps have been taken to enhance transparency and to digitalise the government's interface with its citizens.

10) Who are the members of the State Commission?

**Answer :** Each State Commission shall consist of the following members.

- (i) A person who is or has been a judge of a High Court appointed by the State Government as its President.
- (ii) Two other members who shall be persons of ability, integrity and standing and have adequate knowledge or experience of or have shown capacity in dealing with problems relating to economics, law commerce, industry, public affairs or administration of them, one shall be a woman

11) Is Consumer Protection necessary?

- Answer :** (i) yes, it is for the welfare of the consumers is often deprived of their rights. They are often exploited through misleading advertisements, poor quality goods, fractional weights and measures, overcharging, etc.
- (ii) The objects of the Councils, as per the Act, shall be to promote and protect the rights of the consumers.

12) Does District Forum exceeds the claim limit of Rs 20 lakhs. Explain the condition.

**Answer :** No, The District Forum can entertain complaints within the territory of genuine district and, where the value of goods or services and the compensation if any claimed is less than Rs 20 Lakhs.

13) What are consumer councils ?

- Answer :** (i) The Consumer Protection Act postulates establishment of Consumer Protection Councils at the District, State and Central levels for the purpose of spreading consumer awareness.
- (ii) The objects of the Councils, as per the Act, shall be to promote and protect the rights of the consumers

14) Who can make complaint?

- Answer :** (i) A consumer as defined under Consumer Protection Act, 1986
- (ii) A registered Voluntary Consumer Association
  - (iii) Central Government
  - (iv) State Government / Union Territory
  - (v) One or more consumer representing numerous consumers having the same interest

15) When the complaints can be made?

**Answer :** A complaint may be made in writing under the following circumstances:

- i) Loss or damage is caused to the consumer due to unfair trade practice of a trader.
- ii) If the article purchased by a consumer is defective.
- iii) If the services availed of by a consumer suffer from any deficiency.
- iv) When the price paid by a consumer exceeds the price displayed on the goods or when the price is in excess of the price fixed under any law in force.
- v) Goods, which will be hazardous to life and safety, when used are being offered for sale to the public in contravention of the provisions of any law.

16) What are consumer councils?

**Answer :** (i) The Consumer Protection Act postulates establishment of Consumer Protection Councils at the District, State and Central levels for the purpose of spreading consumer awareness.

(ii) The objects of the Councils, as per the Act, shall be to promote and protect the rights of the consumers.

17) What are the steps to be taken to maintain standards?

**Answer :** (i) collecting Data on Different products and testing them.

(ii) Filing Suit on Behalf of Consumers

(iii) Organising Protests against Adulteration etc.

(iv) Helping Educational Institutions

(v) Promoting Network of Consumer Association

(vi) Extending Support to Government

#### **5 Marks**

6 x 5 = 30

18) Explain the overall performance of the National Commission.

**Answer :** The National Consumer Disputes Redressal Commission (NCDRC), India is a quasi-judicial commission in India which was set up in 1988 under the Consumer Protection Act of 1986. Its head office is in New Delhi. The commission is headed by a serving or retired judge of the Supreme Court of India. The National Consumer Disputes Redressal Commission (NCDRC) is also called as National Commission.

#### **Members**

The National Consumer Disputes Redressal Commission has been constituted by a Notification.

(i) The National commission should have five members.

(ii) One should be from judiciary.

(iii) Four other members of ability, knowledge and experience from any other fields.

(iv) It should include a woman.

#### **Jurisdiction**

Section 21 of The Consumer Protection Act, 1986 describes, the National Commission shall have jurisdiction

(i) To entertain a complaint valued more than 1 Crore.

(ii) Revised the orders of State Commissions.

(iii) To call for the records and pass appropriate orders from the State Commission and District Forum.

#### **Powers**

(i) Adoption of uniform procedure in the hearing of the matters is followed in the National Commission

(ii) Prior service of copies of documents produced by one party to the opposite parties.

(iii) Speedy grant of copies of documents are issued by the National Commission.

(iv) Generally over-seeing the functioning of the State Commissions and the District Forums to ensure that the objects and purposes of the Consumer protection Act are best served, without interfering with their quasi-judicial freedom.

#### **Appellate Forum**

(i) Any consumer dispute which is pending before or has been decided by any State Commission where it appears to the National Commission that such State Commission has exercised a jurisdiction not vested in it by law or has failed to exercise a jurisdiction so vested or has acted in the exercise of its jurisdiction illegally or with material irregularity.

(ii) Section 23 of Consumer Protection Act, 1986, provides that any person aggrieved by an order of National Commission may prefer an Appeal against such order to Supreme Court of India within a period of 30 days.

19) Explain the overall performance of State Commission.

**Answer :** The State Commission is to be appointed by the State Government in consultation with the Centre. It has the same function as state level. The state consumer protection council is also known as "Consumer Disputes Redressal Commission". The State Consumer Protection Council is also called State Commission.

**Members :** Each State Commission shall consist of the following members.

- (i) A person who is or has been a Judge of a High Court appointed by the State Government as its President.
- (ii) Two other members who shall be persons of ability, integrity and standing and have adequate knowledge or experience of or have shown capacity in dealing with problems relating to economics, law, commerce, industry, public affairs or administration of them, one shall be a woman.

**Jurisdiction :** The Jurisdiction of the State Commission is as follows.

- (i) The State Commission can entertain complaints within the territory of entire state and where the value of the goods or services and the compensation, if any claimed exceed Rs. 20 lakhs and below Rupees One Crore.
- (ii) The State Commission also has the jurisdiction to entertain appeals against the orders of any District Forum within the State.

**Powers :** The following are the powers of the State Commission.

- (i) The State Commission also has the power to call for the records and pass appropriate orders in any consumer dispute which is pending before or has been decided by any District Forum within the State.
- (ii) To furnish such information that may be required for the purposes of the Act to any officer so specified.

**Appellate Forum**

- (i) The State Commission's jurisdiction may be original, appellate or revision.
- (ii) Any person aggrieved by an order of the State Commission may prefer an appeal to the National Commission within 30 days from the date of such order.

20) What is Voluntary Consumer Organisations? Explain its Functions.

- Answer :**
- (i) Consumer is a broad label for any individuals or households that use goods and services produced within the economy.
  - (ii) Voluntary consumer organizations refer to the organisation formed voluntarily by the consumers to protect their rights and interests.

**Functions :**

- (i) A wide network of Voluntary Consumer Organisation (VCO) is doing commendable work to raise awareness amongst consumers.
- (ii) To strengthen consumer protection and welfare and to provide counselling, guidance and mediation services.
- (iii) VCO's supported through CWF provides grants for diverse projects including comparative testing of products and services and dissemination of the findings
- (iv) Steps have been taken to enhance transparency and to digitalize the governments interface with its citizens.

21) How to create consumer awareness?

**Answer :** The first priority of a consumer organisation is to accelerate consumer awareness towards their rights. To accomplish this task the following efforts are made:

- (i) To publish brochures, journals and monographs.
- (ii) To arrange conferences, seminars and workshops.
- (iii) To educate consumers to help themselves.
- (iv) To provide special education to women about consumerism.

22) What is the appeal provision? Explain.

- Answer :**
- (i) Aggrieved by the orders issued by the District Consumer Redressal Forum appeal, petition can be filed before State Consumer Dispute Redressal Commission within 30 days from the date of receipt of orders.
  - (ii) Aggrieved by the orders issued by the State Consumer Dispute Redressal Commission appeal petition can be filed before National Consumer Dispute Redressal Commission within 30 days from the date of receipt of orders.
  - (iii) Aggrieved by the orders issued by the National Consumer Dispute Redressal Commission appeal petition can be filed before Supreme Court of India within 30 days from the date of receipt of orders.
  - (iv) No fee is charged for registering an appeal petition before State / National Consumer Dispute Redressal Commissions.
  - (v) The appeal petition has to be filed with the grounds for appeal with copies of orders of the lower redressal agencies and registering procedures are same, as is being done in the case of registering complaint.

23) What are the particular that should be furnished along with the complaint?

**Answer :** The complaint should contain the following particulars:

- (i) The name and complete address of the complainant
- (ii) The name and complete address of the opposite party/parties
- (iii) Date of purchase of goods or services availed
- (iv) Amount paid for the above purpose
- (v) Particulars of goods purchased with number or details of services availed
- (vi) The details of complaint, whether it is against Unfair Trade Practices/supply of defective goods/deficiency in service provided/ collection of excess price, should explicitly be mentioned in the complaint petition.
- (vii) Bills/receipts and copies of related correspondence, if any.