

WORKSHEET [B] BUSINESS STUDIES  
CLASS 12  
Chapter –CONSUMER PROTECTION

1. Who is a consumer?
2. Why is consumer protection required in India?
3. Suggest any three remedies or reliefs available to consumer on his complaints.
4. Can a consumer appeal against the judgement of National Commission? If yes, than where?
5. Who can file a complaint in consumer court?
6. Explain the following as ways and means of consumer protection:  
(i) Consumer Awareness (ii) Government.
7. Rita wants to buy a packet of juice. As an aware customer how can she be sure about the quality of juice she plans to buy?
8. When or under what circumstances the complaints can be filed?
9. Name two consumer rights defined by UNO.
10. Rajiv, a vegetarian was traveling in Rajdhani Express was served food and later he found out that it had a non-vegetarian content. His sentiments were hurt. Will Rajiv be able to claim compensation, which right of the consumer is violated?