

WORKSHEET [A] BUSINESS STUDIES

CLASS 12

Chapter –CONSUMER PROTECTION

1. Which consumer right gives the business firm freedom to set up their own consumer service and grievance cell?
2. Ahmed wants to buy an iron. As an aware customer how can he be sure about the quality of iron?
3. Mohit filed a case against ‘Domestic Cooling ltd.’ in the ‘District Forum’, but was not satisfied with the orders of the District Forum. Where can he appeal further against the decisions of District Forum?
4. Ram wants to buy ghee. How can he check the quality of product?
5. Amrit filed a case against ‘Volvo Ltd.’ in the ‘State Commission’. But he was not satisfied with the orders of the ‘State Commission’. Name the authority to which he can appeal against the decisions of ‘State Commission’.
6. Can a consumer file complaint in consumer court without having cash memo?
7. Name any two consumer rights.
8. List any three consumer organizations in India.