SmartKalike

CBSE Class 12 · Business Studies

Consumer Protection

10 most probable questions for Boards 2027

Q1. 0.5 marks · Very short answer

Name one order a consumer court may issue to address a defect in goods. (0.5 mark)

Answer

A consumer court may order removal of a defect in goods under the Consumer Protection Act.

Q2. 1 mark · Very short answer

What is the purpose of the rights conferred on consumers by the Consumer Protection Act 2019?

Answer

The rights empower consumers and protect their interests, enabling them to seek safeguards and redressal.

Q3. 2 marks · Short answer

State which types of businesses and suppliers are covered by the Consumer Protection Act 2019.

Answer

The Act applies to all types of businesses, whether manufacturers or traders, supplying goods or providing services. E-commerce firms are also covered, so its scope includes both goods suppliers and service providers.

Q4. 2.5 marks · Medium answer

State the two purposes served by the rights conferred on consumers under the Consumer Protection Act 2019, and briefly explain each.

Answer

1. The rights empower consumers by giving them a legal basis to act when dissatisfied with goods or services; they can file complaints and be heard.
2. The rights protect consumers' interests by enabling them to seek relief against unfair or restrictive trade practices and unscrupulous exploitation, including when a product or service falls short of expectations.

Q5. 3 marks · Medium answer

Define a complaint under the Consumer Protection Act 2019. Also state who may qualify as a complainant under the Act.

Answer

1. A complaint means any allegation in writing made by a complainant seeking relief concerning restrictive trade practice, defect in goods, deficiency in services, overcharging of price, or goods or

services injurious to life and safety.
2. Complainant means one or more consumers, voluntary consumer association, Central or State Government, Central Authority, legal heir or representative, or minor's parent or legal representative.

Q6. 4 marks · Long answer

Explain how business associations such as FICCI and CII promote responsible dealings with customers. Describe the role of consumer awareness campaigns such as Jago Grahak Jago and the role of consumer organisations in protecting consumers.

Full answer on SmartKalike: https://smartkalike.com/cbse/class-12/business-studies/consumer-protection

Q7. 5 marks · Long answer

Explain the purpose and scope of the Consumer Protection Act 2019. Include its approach to grievance redressal, its territorial extent and the types of businesses it covers.

Full answer on SmartKalike: https://smartkalike.com/cbse/class-12/business-studies/consumer-protection

Q8. 0.5 marks · Very short answer

State one purpose of consumer organisations and NGOs in India. (0.5 mark)

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Q9. 1 mark · Multiple choice

The Consumer Protection Act 2019 extends to: (a) selected states only (b) the whole of India (c) urban areas only (d) businesses outside India only.

Full answer on SmartKalike: https://smartkalike.com/cbse/class-12/business-studies/consumer-protection

Q10. 2 marks · Short answer

Name the three levels of the Consumer Protection Act's enforcement system and state one relief a consumer court may order. (2 marks)

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