


CBT DECEMBER 2023
KENDRIYA VIDYALAYA SANGATHAN BHOPAL REGION
SUBJECT- BUUSINESS STUDIES
CLASS-XII

Q.1	<p>“Consumer has the right to present before the appropriate forum or authorities all those matters which effect his interests”. It is termed as right to be :</p> <p>a. Heard b. Informed c. Safety d. Education</p>	
ANS	<p>a. Right to be heard Explanation- It includes right to be represented in various forums formed to consider the consumer's welfare.</p>	
Q.2	<p>What does false representation that the goods art of the particular standard, quality is termed as :</p> <p>a. Unfair trade practices b. Spurious goods and services c. Restrictive trade practice d. Defect</p>	
ANS	<p>a. unfair trade practices. Explanation- Unfair trade practices include false representation of a good or service, targeting vulnerable populations, false advertising, tied selling, false free prize or gift offers, false or deceptive pricing, and non-compliance with manufacturing standards.</p>	
Q.3	<p> this symbol is a sign of standard on which kinds of products.</p> <p>a. Agricultural Products b. Food products c. Electrical goods d. Jewelry</p>	
ANS	<p>b. Food products. Explanation- The FPO mark full form is the Food Products Order (FPO) mark applied to food products sold in India. The FPO mark is a mandatory certification mark for all processed fruit products sold in India, such as fruit jams, packaged fruit beverages, crushes and squashes, dehydrated fruit products, pickles, and fruit extracts.</p>	
Q.4	<p>Which consumer right provides the adequate and accurate information about quality, quantity, purity standard and the price of the goods and services.</p> <p>(a) right to be informed (b) right to choose (c) right to be heard (d) right to safety</p>	

ANS	<p>a. right to be informed</p> <p>Explanation- Means right to be informed about the quality, quantity, potency, purity, standard and price of goods so as to protect the consumer against unfair trade practices.</p>	
Q.5	<p>Which of the following is not a description of a consumer?</p> <p>a. Any person who buys goods for a consideration which has been paid or promised.</p> <p>b. A person who obtains goods for re-sale purpose.</p> <p>c. Any person who avails any service for a consideration which has been partly paid.</p> <p>d. Any person who hires any service for a consideration which has been partly promised.</p>	
ANS	<p>b. A person who obtains goods for re-sale purpose.</p> <p>Explanation- "consumer" means any person who buys any goods for a consideration which has been paid or promised or partly paid and partly promised, or under any system of deferred payment and includes any user of such goods other than the person who buys such goods for consideration paid or promised or partly paid or partly promised, or under any system of deferred payment, when such use is made with the approval of such person, but does not include a person who obtains such goods for resale or for any commercial purpose;</p>	
Q.6	<p>What relief is available to a consumer who suffers due to consumption of a medicine beyond its expiry date?</p> <p>a. To get a reasonable amount of compensation for loss suffered.</p> <p>b. To get the expired medicine replaced by a new one.</p> <p>c. To get the refund of the price paid for the medicine.</p> <p>d. All of the above</p>	
ANS	<p>c. All of the above</p> <p>Explanation- Reliefs or Remedies available to Consumers on Complaints filed</p> <ol style="list-style-type: none"> 1. A consumer has the relief of removing the defects in the service. 2. They can get the defective product replaced with the new one, which is non-defective. 3. The consumers can also get a refund of the price paid for the goods or charges paid for the service. 4. Consumers also have a relief to remove or withdraw hazardous goods from the market. 5. If the consumer suffers a loss or injury because of the negligence of the opposite party, then he/she has the relief of getting a reasonable amount of compensation. 6. Discontinuation of unfair or restrictive trade practices and reducing their repetition in the future. 7. A consumer has a relief of ceasing the manufacturer of the hazardous goods and scan top the service providers from offering hazardous services. 8. To pay extra compensation to the consumer as a corrective measure for the damage done to them by the other party. It is also known as to pay punitive damages in appropriate circumstances. 	

	<p>9. To pay the grieved party with adequate cost.</p> <p>10. To stop and desist the manufacturers and advertisers from issuing misleading advertisements.</p> <p>11. If a contract is unfair, then the District Commission, State Commission, and National Commission have the power to declare them null and void.</p> <p>12. To stop the offering of hazardous goods for sale.</p> <p>13. To compensate for the injury or loss suffered by the consumer under product liability action and cease hazardous goods from being offered by manufacturers, retailers, etc., for sale, and so on.</p>							
Q.7	<p>Match the following:-</p> <table border="1"> <tr> <td>i. Hoarding</td> <td>a. illegal selling and buying of goods</td> </tr> <tr> <td>ii. Black marketing</td> <td>b. making something poorer in quality by the addition of another substances</td> </tr> <tr> <td>iii Adulteration</td> <td>c. To collect large amounts of a product with the intention of benefiting from future price rises.</td> </tr> </table> <p>choose the correct answer-</p> <p>a. i-c, ii- a, iii-b</p> <p>b. i-b, ii- c, iii-a</p> <p>c. i-a, ii- c, iii-b</p> <p>d. i-c, ii- b, iii-a</p>	i. Hoarding	a. illegal selling and buying of goods	ii. Black marketing	b. making something poorer in quality by the addition of another substances	iii Adulteration	c. To collect large amounts of a product with the intention of benefiting from future price rises.	
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ANS	<p>a. i-c, ii- a, iii-b</p> <p>Explanation- The term 'Hoarding' can be defined as the purchase of a commodity with the intention to sell it in future at a higher price when it is understock or not available in the market.</p> <p>Black marketing-The goods and services involved in these transactions may be illegal, meaning dealing in those goods and services are prohibited by law.</p> <p>Adulteration- means to make something impure, inferior, or not genuine by adding a harmful, less valuable, or prohibited substance.</p>							
Q.8	<p>Appeal against the order of national commission can be preferred before?</p> <p>a. The President</p> <p>b. The supreme court of India</p> <p>c. The ministry of consumer affairs</p> <p>d. None of the above</p>							
ANS	<p>b. The supreme court of India</p> <p>Explanation- Section 23 of Consumer Protection Act, 1986, provides that any person aggrieved by an order of NCDRC, may prefer an Appeal against such order to Supreme Court of India within a period of 30 days.</p>							
Q.9	<p>Who can file a complaint before the appropriate consumer forum? [U]</p> <p>a. One or more consumers, on behalf of numerous consumers.</p> <p>b. Central Govt. or any State Govt.</p> <p>c. Any registered Consumer's Association</p> <p>d. All of the above</p>							

ANS	<p>c. All of the above</p> <p>Explanation- A complaint before the appropriate consumer forum can be made by:</p> <p>Any consumer;</p> <p>Any registered consumers association;</p> <p>The Central Government or any State Government;</p> <p>One or more consumers, on behalf of numerous consumers having the same interest; and</p> <p>A legal heir or representative of a deceased consumer.</p>	
Q.10	<p>A producer of Surajmukhi claimed in an advertisement in a national newspaper that his product has large amount of vitamins, Minerals and Proteins. However, tests indicated that it was a false claim. Whose example is this?</p> <p>(a) Exploitation of consumer</p> <p>(b) Welfare of consumer</p> <p>(c) Information for consumer</p> <p>(d) None of these</p>	
ANS	<p>(a) Exploitation of consumer</p> <p>Explanation- Exploitation of consumers in the marketplace happens in many ways. Some of the ways are given below: Additional charges on goods imposed by traders that were not mentioned earlier. Traders selling adulterated or defective goods, misleading advertisement etc</p>	