

National Institute of Open Schooling
Secondary Course : Business Studies
Lesson 18 : Consumer Protection
Worksheet -18

1. Consumer Protection is refers to the steps necessary to be taken to protect consumers from business malpractices. Explain the statement in 60 words.
2. Consumers may be deceived in various ways by unscrupulous businessmen. Mention all the unfair practices must have come to your notices.
3. Why steps must be taken to protect consumers from business practices which are unfair and may cause loss and injury to health and other dangerous effects.
4. For effective consumer protection, it is essential that all the three parties must be involved i.e., consumer, Businessmen and Government. Explain the statement in 100 words
5. A number of laws have been passed by the government of India over the years to protect the interest of consumers. Briefly outline these laws.
6. What are the various activities taken up by NGOs as a part of consumer movement? Mention it briefly.
7. Prevention of Black-marketing and maintenance of essential supplies act, 1980.Explain in 120 words
8. Consumers can seek legal remedy for a wide range of unfair practices. Outline the laws applicable for this explain?
9. Judicial system is set up for protection of consumers. What do you think is it right?
10. What do you understand by the term redressal of consumer grievances?