

National Institute of open schooling
Senior Secondary Course : Business Studies
Lesson 24 : Consumer Protection
Worksheet – 24

1. Mrs. Radhika bought a Laptop in April, 2020 with a warranty period of 1 year. In August 2021, she noticed some defect and asked the company to rectify. The company did not listen to her complaint. So guide her and explain the necessary action which she could take.
2. If a shopkeeper refuses to exchange the computer or return the money. Then From where and how can you file a complaint to redressal of their grievances?
3. Explain the act which protects and safeguards consumer against different types of exploitation.
4. “The consumer has been given the right of redressal of their grievances”. Do you think it is right? Complain.
5. Share your view about Lok Adalat whether it is effective for quick redressal of public grievances.
6. List out the responsibilities of consumers which they should be aware off?
7. Mr. Rahul is not aware about the different ways and means of consumer’s protection. Help him to know the ways so that he can re-solve his issues?
8. Identify which of their right as consumers are violated and how these problems could have been avoided through responsible behavior of consumers.
9. Share your view about the various publicity measures to increase the level of awareness among the consumers.
10. Do you know any NGOs who are helping consumers in protecting their rights? Explain in your own words.