

CBSE CLASS X
Social Science (087)

ANSWER KEY

AI-generated question paper

Code: RJGC5U

Questions: 30

Maximum Marks: 70

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SELECTIONS USED

Subject	Social Science
Lessons	5 Consumer Rights
Level of understanding	Exam-ready
Question selection	CBSE board paper, whole lesson (~80 marks across Sections A-E)
Model	claude-sonnet-4-6

Composition — Difficulty: 7 straightforward · 17 medium · 6 deep | Types: 7 MCQ · 7 Short · 5 Assertion–reason · 5 Very short · 3 Long · 3 Case-based | Sections: A 12Q/12m · B 5Q/10m · C 7Q/21m · D 3Q/15m · E 3Q/12m

Q1. straightforward exam-ready

[1]

Up to what claim amount does the District Consumer Disputes Redressal Commission handle cases?

- A Up to Rs 50 lakh
- B Up to Rs 1 crore
- C Between Rs 1 crore and Rs 10 crore
- D Exceeding Rs 10 crore

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Model Answer**Option B — Up to Rs 1 crore.**

The District Consumer Disputes Redressal Commission handles cases involving claims up to Rs 1 crore under COPRA.

Explanation

The passage from Chapter 5 clearly states: "The district-level authority called District Consumer Disputes Redressal Commission deals with the cases involving claims up to Rs 1 crore." State Commission handles Rs 1 crore–Rs 10 crore, and National Commission handles above Rs 10 crore. Remember this three-tier structure for MCQs and short-answer questions.

Q2. straightforward exam-ready

[1]

Which certification mark is specifically used for edible oils and cereals to assure quality to consumers?

- A ISI
- B Hallmark
- C Agmark
- D ISO

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Model Answer**Answer: C — Agmark**

Agmark is the certification specifically used for edible oils and cereals, assuring consumers of quality standards for these agricultural products.

Source: Chapter 5, ISI and Agmark section; Exercise 12 (match the following)

Explanation

- The textbook's match-the-following exercise directly links **Agmark** → "**Certification of edible oil and cereals**", making Option C the clear correct answer.
- **ISI** is for industrial/manufactured goods (e.g., LPG cylinders, cement); **Hallmark** is for jewellery; **ISO** is an international standard — none relate specifically to edible oils and cereals.
- Remember: Agmark = **A**gricultural **mark** — the name itself hints at agricultural products.

Q3. straightforward exam-ready

[1]

The consumer movement as an organised social force in India originated primarily due to:

- A Globalisation and liberalisation policies
- B Rampant food shortages, hoarding, black marketing and adulteration in the 1960s
- C The enactment of the RTI Act in 2005
- D The formation of Consumers International in 1985

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Model Answer**Answer: B**

The consumer movement as an organised social force in India originated due to rampant food shortages, hoarding, black marketing, and adulteration of food and edible oil in the 1960s.

Source: Consumer Movement, Chapter 5

Explanation

The textbook explicitly states: "*Rampant food shortages, hoarding, black marketing, adulteration of food and edible oil gave birth to the consumer movement in an organised form in the 1960s.*" Globalisation, RTI Act, and Consumers International came much later and are distractors. Always look for the phrase "organised form" — that is the key qualifier in the question.

Q4. medium exam-ready

[1]

When a shopkeeper insists that a customer must buy a toothbrush along with toothpaste, which consumer right is being violated?

- A Right to Safety
- B Right to Information
- C Right to Choice
- D Right to Redressal

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Model Answer**Answer: C — Right to Choice**

When the shopkeeper forces a customer to buy a toothbrush along with toothpaste, it restricts the consumer's freedom to choose, thus violating the **Right to Choice**.

Explanation

The Right to Choice means consumers must be assured access to goods and services at competitive prices without being forced to purchase unwanted items. Bundling a compulsory product with another is a classic violation of this right. Examiners expect students to identify "forced purchase/tying" as a Choice violation, not Safety or Redressal.

Q5. medium exam-ready

[1]

Under the 2019 amendment to COPRA, which of the following was newly included within the scope of consumer protection?

- A Protection only for goods, not services
- B Buying through the internet
- C Disputes only above Rs 10 crore
- D Mandatory use of lawyers in all cases

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Model Answer**Answer: B — Buying through the internet**

The COPRA was amended in 2019 to further strengthen consumers; buying through the internet was newly included within the scope of consumer protection.

Source: Taking the Consumer Movement Forward, Chapter 5

Explanation

The passage explicitly states: "*The COPRA was amended in the year 2019... Buying through internet is now included.*" The other options are incorrect — COPRA already covered services, cases below Rs 10 crore are handled at district/state level, and lawyers are not mandatory. Examiners expect the student to recall this specific 2019 amendment detail.

Q6. medium exam-ready

[1]

For which of the following products is obtaining ISI or similar quality certification MANDATORY for producers?

- A Luxury clothing
- B Packaged drinking water and LPG cylinders
- C Handmade jewellery
- D Imported electronics

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Model Answer

Answer: B — Packaged drinking water and LPG cylinders

For products affecting health and safety or of mass consumption (e.g., LPG cylinders, packaged drinking water, cement, food colours), ISI/similar certification is **mandatory** for producers.

Explanation

The textbook explicitly states that while quality certification is not compulsory for all producers, it is **mandatory** for products that affect consumer health and safety or are of mass consumption — specifically listing LPG cylinders and packaged drinking water. Options A, C, and D are not mentioned as mandatory categories. This is a direct recall question; quoting the exact examples from the passage scores full marks.

Source: *Consumer Rights, Chapter 5 — ISI and Agmark section*

Q7. medium exam-ready

[1]

Which of the following is the BEST description of why individual consumers are often in a weak position in the marketplace?

- A Consumers spend too little money on goods
- B Producers are few and powerful while consumers purchase in small amounts and are scattered
- C Consumers always prefer to buy from small shops
- D Government regulations always favour producers

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Model Answer

Answer: B

Producers are few and powerful while consumers purchase in small amounts and are scattered, allowing large companies to manipulate the market in various ways.

Source: *The Consumer in the Marketplace, Chapter 5*

Explanation

The textbook directly states: "*Markets do not work in a fair manner when producers are few and powerful whereas consumers purchase in small amounts and are scattered.*" Option B mirrors this exactly. Options A, C, and D are not supported by the text — government regulations are not stated to always favour producers, and consumer preference for small shops is never mentioned as a reason for weakness.

Q8. medium exam-ready**[1]**

Assertion (A): Printing the expiry date on medicine packets is a legal requirement.

Reason (R): Consumers have the right to be informed about the particulars of goods and services they purchase, and this information protects them from harm.

- A Both A and R are true, and R is the correct explanation of A.
- B Both A and R are true, but R is NOT the correct explanation of A.
- C A is true but R is false.
- D A is false but R is true.

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Model Answer

Option A — Both A and R are true, and R is the correct explanation of A. Printing expiry dates is legally required precisely because consumers have the right to be informed, protecting them from harm such as consuming expired medicines.

Explanation

The passage states that rules requiring manufacturers to display information (including expiry date) exist *because* consumers have the right to be informed about particulars of goods/services. R directly explains *why* A is a legal requirement — so R is the correct explanation of A, making Option A the right choice.

Q9. medium exam-ready**[1]**

Assertion (A): The consumer redressal process in India suffers from several practical limitations that make it neither simple nor quick for ordinary consumers.

Reason (R): Consumers are often required to engage lawyers, cases take considerable time to file and attend, and the frequent absence of cash memos makes it difficult to gather evidence.

- (A) Both A and R are true and R is the correct explanation of A.
- (B) Both A and R are true but R is not the correct explanation of A.
- (C) A is true but R is false.
- (D) A is false but R is true.

- A Both A and R are true, and R is the correct explanation of A.
- B Both A and R are true, but R is NOT the correct explanation of A.
- C A is false and R is true.
- D Both A and R are false.

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Model Answer

(A) Both A and R are true, and R is the correct explanation of A.

Explanation

The textbook explicitly states that the consumer redressal process is "cumbersome, expensive and time consuming" — supporting Assertion A. It then directly lists the same reasons given in R: lawyers are required, cases take time, and cash memos are often absent making evidence hard to gather. Thus R correctly explains A. Option A is the right choice.

Q10. medium exam-ready**[1]**

Assertion (A): Large companies with enormous wealth and reach can manipulate the market in ways that harm consumers.

Reason (R): These companies can pass false information through media and other sources to attract consumers.

- A Both A and R are true, and R is the correct explanation of A.
- B Both A and R are true, but R is NOT the correct explanation of A.
- C A is true but R is false.
- D A is false but R is true.

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Model Answer

Option A — Both A and R are true, and R is the correct explanation of A. Large companies manipulate markets through false information spread via media, which directly harms consumers — R correctly explains A.

Explanation

The textbook mentions unfair trade practices and malpractices by sellers harming consumers. Passing false information through media is one specific way companies manipulate markets, making R a direct and correct explanation of A. Hence option A is correct, not B.

Q11. medium exam-ready**[1]**

Assertion (A): A consumer who is dissatisfied with a product must always engage a lawyer to file a case in a Consumer Disputes Redressal Commission.

Reason (R): Under COPRA, a consumer can file a complaint before the appropriate consumer forum on his or her own, with or without the services of lawyers.

- A Both A and R are true, and R is the correct explanation of A.
- B A is false and R is true.
- C Both A and R are false.
- D A is true but R is false.

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Model Answer**Answer: B**

Assertion (A) is false — a consumer can file a complaint on their own without a lawyer. Reason (R) is true, as COPRA allows consumers to file complaints with or without lawyers' services.

Source: *Where Should Consumers Go to Get Justice?*, Chapter 5

Explanation

The textbook explicitly states: "The consumer can file a complaint before the appropriate consumer forum on his/her own with or without the services of lawyers." This makes A false and R true — the classic **B** pattern. Examiners expect you to identify that A overstates the requirement (uses "always" and "must"), making it incorrect, while R correctly reflects COPRA's provision.

Q12. deep exam-ready

[1]

Assertion (A): It is mandatory for producers of all goods to obtain ISI certification before selling in the market.

Reason (R): ISI and Agmark certification ensures quality, but for most products it is not compulsory — only for goods affecting health and safety or products of mass consumption.

- A Both A and R are true, and R is the correct explanation of A.
- B Both A and R are true, but R is NOT the correct explanation of A.
- C A is false and R is true.
- D Both A and R are false.

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Model Answer**Answer: C**

A is false because ISI certification is NOT mandatory for all producers. R is true — certification is compulsory only for goods affecting health, safety, or mass consumption like LPG cylinders, cement, and packaged drinking water.

Explanation

The textbook clearly states: "it is not compulsory for all the producers to follow standards. However, for some products that affect health and safety... it is mandatory." So the Assertion is false, and the Reason correctly explains the actual rule. Option C is correct.

Q13. straightforward exam-ready

[2]

What does the term 'adulteration' mean in the context of consumer exploitation in the marketplace?

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Model Answer

Adulteration refers to the mixing of inferior, harmful, or substandard substances with a product, reducing its quality or purity. It is an unfair trade practice through which traders cheat consumers by selling impure or defective goods — for example, selling adulterated food or edible oil — without the consumer's knowledge.

Source: The Consumer in the Marketplace; Consumer Movement — Chapter 5

Explanation

- The textbook mentions adulteration specifically as an example of **unfair trade practices** in the marketplace.
- It also notes that **adulteration of food and edible oil** was one of the key triggers for the organised consumer movement in India in the 1960s.
- For 2 marks, examiners expect: **(1)** a clear definition and **(2)** a brief example or context. Avoid writing a long paragraph — two to three sentences are sufficient.

Q14. straightforward exam-ready

[2]

State any two pieces of information that must be displayed on a medicine packet that help protect a consumer.

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Model Answer

Two pieces of information on a medicine packet that help protect a consumer:

1. **Expiry date** — It tells the consumer the last date the medicine is safe to use. Selling medicines past their expiry date is a punishable offence.
2. **Directions for proper use / side effects and risks** — This informs the consumer how to take the medicine safely and what risks may be associated with its usage.

Source: Chapter 5 — Information about Goods and Services

Explanation

The passage directly mentions that medicine packets carry "directions for proper use" and "information relating to side effects and risks." The expiry date (mentioned for products generally) is especially critical for medicines — the passage explicitly states that selling expired medicines invites severe legal action. These two points are the most exam-relevant. Avoid vague answers like "price" or "batch number," which are less specific to *medicine* packets.

Q15. medium exam-ready

[2]

What is the role of a 'mediator' in the consumer disputes resolution process introduced by the 2019 amendment to COPRA?

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Model Answer

A **mediator** is a neutral intermediary who helps settle consumer disputes **outside** the Consumer Disputes Redressal Commission. Under the 2019 amendment to COPRA, mediation is encouraged at all three tiers (district, state, and national) to resolve disputes faster, reducing the burden of lengthy and expensive commission proceedings.

Source: *Taking the Consumer Movement Forward, Chapter 5*

Explanation

- The key term the examiner expects is "**neutral intermediary**" — use it directly from the text.
- Highlight **two points**: (1) disputes settled *outside* the Commission, and (2) encouraged at *all three tiers* — this shows you've read carefully.
- Do not confuse mediator with a judge or lawyer; the mediator does **not** give a formal verdict.
- For 2 marks: one mark for defining the mediator's role, one mark for mentioning it operates at all three tiers / speeds up resolution.

Q16. straightforward exam-ready

[2]

What is the significance of the Hallmark certification for consumers purchasing jewellery?

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Model Answer

Hallmark certification assures consumers of the **quality and purity of gold jewellery**. It is issued by a recognised organisation, and producers can use the Hallmark logo only if they meet certain quality standards. This helps consumers make informed choices and protects them from being cheated regarding the quality of jewellery they purchase.

Source: Chapter 5, ISI and Agmark section

Explanation

- The question is directly linked to the "ISI and Agmark" section of Chapter 5.
- Examiners expect two clear points: (1) Hallmark certifies quality/purity, and (2) it helps consumers make informed/assured purchases.
- Avoid writing vague statements like "it is good for consumers" — be specific about quality assurance and protection from exploitation.
- Do not confuse Hallmark (jewellery) with ISI (industrial goods) or Agmark (agricultural goods).

Q17. medium exam-ready

[2]

Voluntary consumer organisations in India often depend partly on government financial support to function. Why does the government provide this support, and what does it reveal about the state of the consumer movement in India?

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Model Answer

The government provides financial support to voluntary consumer organisations because the consumer movement in India is still not strong enough to be fully self-sustaining. This reveals that consumer awareness is spreading slowly and the movement depends heavily on external support, showing it has not yet become a truly independent, mass-based social force.

Source: *Taking the Consumer Movement Forward*, Chapter 5

Explanation

The passage states that consumer awareness in India is "spreading but slowly" and that organisations need external support. Examiners expect two linked points: (1) the **reason** for government support (movement is weak/not self-sufficient) and (2) what it **reveals** (lack of strong, independent consumer culture). Keep it to 2 sentences — one per logical point — to match the 2-mark weightage.

Q18. medium exam-ready

[3]

Explain, with an example, how false advertising by large companies harms consumers. What makes it difficult for consumers to fight back?

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Model Answer

Large companies sometimes use misleading advertisements to attract consumers. For example, a company may claim its health drink makes children significantly taller, but the product may have no such proven benefit. This misleads consumers into spending money on ineffective products.

Fighting back is difficult because:

- Large companies have vast resources, legal teams, and money to drag cases for years.
- Individual consumers lack awareness of their rights and the legal process.
- The process of filing complaints and getting redressal takes time and effort.

Thus, ordinary consumers are often at a disadvantage against powerful companies.

Source: Consumer Movement, Chapter 5

Explanation

- The question has two parts — give an example AND explain why it's hard to fight back. Address both.
- The textbook highlights unfair trade practices and consumer exploitation as key reasons the consumer movement arose. Examiners expect you to connect false advertising to exploitation of consumers.
- Mentioning the imbalance of power (resources, legal strength of companies vs. individual consumers) is key for the second part.
- Do not write a general essay — keep points crisp and relevant to the 3-mark weightage.

Q19. straightforward exam-ready

[3]

Describe the three-tier quasi-judicial machinery set up under COPRA for consumer redressal. What is the financial jurisdiction of each tier?

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Model Answer

Under COPRA, a three-tier quasi-judicial machinery was set up at the **district, state, and national levels** for consumer redressal.

1. **District Consumer Disputes Redressal Commission** – handles cases involving claims **up to ₹1 crore**.
2. **State Consumer Disputes Redressal Commission** – handles cases involving claims between **₹1 crore and ₹10 crore**.
3. **National Commission** – handles cases involving claims **exceeding ₹10 crore**.

If a case is dismissed at the district level, a consumer can appeal to the state commission, and then to the national commission.

Source: Chapter 5, "Where Should Consumers Go to Get Justice?"

Explanation

- The examiner expects all **three tiers named correctly** with their **exact financial limits** — this is where marks are awarded.
- Mentioning the **appeal provision** adds completeness and is often expected in a 3-mark answer.
- Avoid writing "quasi-judicial" without naming the tiers — always list all three in order.
- The financial limits changed under the **2019 COPRA amendment**; use the updated figures (₹1 crore / ₹10 crore) as given in the textbook.

Q20. medium exam-ready

[3]

What factors gave birth to the consumer movement in India? Briefly explain how it evolved from the 1960s to the 1970s.

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Model Answer**Factors that gave birth to the consumer movement in India:**

The consumer movement arose due to dissatisfaction of consumers as many unfair trade practices were being indulged in by sellers, with no legal system available to protect them. Rampant food shortages, hoarding, black marketing, and adulteration of food and edible oil gave birth to the organised consumer movement in the 1960s.

Evolution from 1960s to 1970s:

In the 1960s, the movement emerged as a social force to protect consumers against unethical practices. Till the 1970s, consumer organisations were largely engaged in writing articles, holding exhibitions, and forming consumer groups to look into malpractices in ration shops and overcrowding in road passenger transport.

Source: Consumer Rights, Consumer Movement

Explanation

- The question has two parts — **factors** and **evolution** — address both for full marks.
- Key factors to mention: no legal protection, unfair trade practices, food shortages, hoarding, black marketing, adulteration.
- For evolution: 1960s = organised movement begins; 1970s = articles, exhibitions, consumer groups checking ration shops. Don't go beyond 1970s unless asked.
- Avoid writing about COPRA (1986) here — it's beyond the time frame asked.

Q21. medium exam-ready

[3]

Why is it important for manufacturers to display the batch number, date of manufacture, and expiry date on packaged goods? Identify the consumer right this requirement upholds and explain with an example how its absence can harm a consumer.

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Model Answer

Manufacturers are required to display batch number, date of manufacture, and expiry date on packaged goods because **consumers have the right to be informed** about the particulars of goods and services they purchase.

This upholds the **Right to Information** — one of the key consumer rights.

Example: If a consumer buys a product and finds it defective within the expiry period, they can demand replacement. Without the expiry date printed, the manufacturer could blame the shopkeeper and refuse responsibility. Similarly, if someone sells an expired medicine, severe action can be taken against them only when the expiry date is visible.

Source: Chapter 5 — Information about Goods and Services

Explanation

- The examiner expects you to name the specific right: **Right to Information**.
- Always link it to an example directly from the textbook (expired medicine or defective product within expiry period) — don't invent unrelated examples.
- The batch number helps trace which production lot a defective product belongs to, supporting accountability.
- For 3 marks: one point on *why* the requirement exists, one point naming the *right*, one point on *harm through an example* — this structure covers all three marks cleanly.

Q22. deep exam-ready

[3]

Consumer awareness in India is spreading but slowly. Identify any three major challenges that continue to limit the effectiveness of the consumer redressal process in India.

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Model Answer

Three major challenges that limit the effectiveness of the consumer redressal process in India are:

1. **Cumbersome and time-consuming process** — Consumers often need to engage lawyers, file cases, and attend commission proceedings repeatedly, making the process lengthy and expensive.
1. **Lack of evidence** — In most purchases, cash memos are not issued, making it difficult for consumers to gather proof to support their complaints.
1. **Weak enforcement of laws** — Rules and regulations for the working of markets are often not followed, and laws protecting consumers and workers (especially in unorganised sectors) are poorly enforced.

Source: Chapter 5 — Taking the Consumer Movement Forward

Explanation

- This is a **3-mark question**, so three distinct points are expected — one per mark.
- Each point should be clearly labelled and briefly explained (one sentence each).
- All three challenges are directly stated in the passage; do **not** invent points.
- Key phrases to use: "cumbersome," "cash memos not issued," "weak enforcement" — these are textbook terms examiners look for.
- Avoid listing rights or features of COPRA; the question asks specifically about **challenges to the redressal process**.

Q23. deep exam-ready

[3]

Explain the right to safety as a consumer right. Why is public or government action necessary to enforce it, even when safety regulations already exist?

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Model Answer

Right to Safety means consumers have the right to be protected against goods and services that are hazardous to life and health. For example, faulty electrical appliances or LPG cylinders that are unsafe can cause serious harm.

Why government action is necessary: Even when safety regulations exist, individual producers may not follow them voluntarily. Companies are powerful and consumers are scattered and weak. For products like LPG cylinders, food colours, and packaged drinking water, government makes certification (e.g., ISI mark) **mandatory** to ensure compliance. Without public enforcement, producers may ignore standards, putting consumer lives at risk.

Source: Chapter 5 – The Consumer in the Marketplace

Explanation

- Examiners expect a **definition** of Right to Safety (1 mark) and a **reason** why government/public action is needed despite existing regulations (2 marks).
- Key point: ISI/Agmark certification is **not compulsory for all products**, but mandatory for health/safety-critical ones — this distinction is important.
- Mention the power imbalance: producers are few and powerful, consumers are scattered — this is why self-regulation fails and state intervention is essential.

Q24. medium exam-ready

[3]

Distinguish between a consumer protection council and a Consumer Disputes Redressal Commission. What is the role of each in protecting consumer interests?

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Model Answer

Consumer Protection Council: These are voluntary organisations (consumer forums) that guide and advise consumers on how to file cases. They spread awareness, represent individual consumers, and receive government financial support. They do **not** pass legal judgements.

Consumer Disputes Redressal Commission: A three-tier quasi-judicial body set up under COPRA at district, state, and national levels. It hears consumer complaints and passes legally binding verdicts, awarding compensation based on degree of damage.

Role: Councils educate and guide consumers; Commissions provide legal redressal against unfair trade practices and exploitation.

Source: Chapter 5, "Where Should Consumers Go to Get Justice?"

Explanation

- Examiners expect a **clear distinction** — one line/point each for definition, then role.
- Key COPRA detail (three-tier system, monetary limits optional at 3 marks) strengthens the answer.
- Don't confuse the two: councils = advisory/voluntary; commissions = legal/quasi-judicial.
- "Quasi-judicial" is the correct term for commissions — use it.

Q25. medium exam-ready

[5]

Why are rules and regulations necessary to protect consumers in the marketplace? Discuss with reference to at least three different forms of exploitation that consumers may face.

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Model Answer

Rules and regulations are necessary in the marketplace because individual consumers are often in a weak position against powerful producers and sellers. Without protection, consumers can be easily exploited in the following ways:

1. **Unfair trade practices:** Shopkeepers may weigh less than they should, add hidden charges, or sell adulterated/defective goods. Consumers have little recourse without legal backing.
1. **False information by companies:** Large companies use media to spread misleading claims. For example, a company sold baby powder milk claiming it was better than mother's milk — a false claim proven only after years of struggle.
1. **Market manipulation by powerful producers:** When few large companies dominate the market, they can manipulate prices and quality, leaving scattered consumers helpless.

Since sellers often shift all blame onto buyers after a sale, rules and regulations ensure accountability, protect consumer rights, and promote fair market conduct.

Source: *The Consumer in the Marketplace, Chapter 5*

Explanation

- Examiners expect **three distinct forms of exploitation** named and briefly explained — one line each is enough per point.
- Use **examples from the textbook** (baby powder milk, tobacco, moneylenders) — these earn marks.
- Open with a general statement about why consumers are vulnerable (weak position, scattered buyers vs powerful sellers).
- Avoid generic statements; link each point to the marketplace context.
- A short conclusion tying back to the need for rules rounds off the answer neatly.

Q26. deep exam-ready

[5]

Examine the progress of the consumer movement in India. In your answer, discuss: (i) the historical background of its emergence, (ii) key milestones including the role of COPRA and the RTI Act, and (iii) the critical challenges that remain in making it truly effective.

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Model Answer

Consumer Movement in India

(i) Historical Background:

The consumer movement in India originated in the 1960s due to rampant food shortages, hoarding, black marketing, and adulteration of food and edible oil. For a long time, there was no legal system to protect consumers, and it was presumed that buyers themselves were responsible for being careful. Till the 1970s, consumer organisations mostly wrote articles, held exhibitions, and formed groups to check malpractices in ration shops.

(ii) Key Milestones:

- **1986** – Indian government enacted **COPRA** (Consumer Protection Act), a major step providing legal redressal machinery.
- **24 December** is observed as **National Consumers' Day**.
- **1985** – UN Guidelines for Consumer Protection adopted; **Consumers International** became an umbrella body for 200+ organisations.
- **RTI Act** empowers citizens to seek information, strengthening consumer awareness.
- **COPRA amended in 2019** – online purchases included; manufacturers made liable; mediation introduced at all three tiers.

(iii) Challenges:

- Redressal process is **cumbersome, expensive, and time-consuming**; lawyers often needed.
- Cash memos frequently not issued, making evidence collection difficult.
- Consumer awareness spreads **slowly**; laws protecting workers in unorganised sectors are weakly enforced.
- Rules and regulations in markets are often not followed.
- Only **50–60** of 2000+ consumer groups are well organised.

Source: *Consumer Rights, Chapter 5*

Explanation

- The examiner expects three clearly labelled parts matching the sub-questions — do not blend them.
- COPRA and its 2019 amendment are high-yield facts; always mention the year.
- RTI is not explicitly detailed in the passage, so keep it brief; COPRA is the central legal milestone here.
- "Challenges" section should cite specific textbook points (cash memos, cost, slow awareness) — vague statements lose marks.
- Stay within ~110–120 words for the model answer body; bullet points save space and look organised in board exams.

Q27. medium exam-ready

[5]

Describe any five rights that every consumer in India possesses under the Consumer Protection Act. For each right, give one real-life situation where that right is relevant.

◆ Consumer Rights

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Model Answer

Under the Consumer Protection Act (COPRA), 1986, every consumer in India has the following rights:

1. **Right to Safety** – Protection against goods and services that are hazardous to life. *Example:* A consumer buys a scooter with a faulty engine that causes an accident; they can claim compensation.
1. **Right to Information** – Access to details about ingredients, price, quality, and expiry date. *Example:* A buyer checks the contents and expiry date printed on a bottle of honey before purchasing.
1. **Right to Choose** – Freedom to select from a variety of goods at competitive prices. *Example:* A consumer refuses to buy a bundled product and insists on purchasing only what they need.
1. **Right to be Heard** – Assurance that consumer interests will receive due consideration. *Example:* A consumer files a complaint against a telecom company for poor service.
1. **Right to Seek Redressal** – Right to compensation depending on the degree of damage caused. *Example:* Prakash filed a case in the District Consumer Commission when a money order sent through the post office did not reach his daughter.

Source: Chapter 5 – Consumer Rights, COPRA section

Explanation

- Examiners expect **name of right + one-line explanation + one real-life example** for each. This is exactly 1 mark per right.
- Use textbook examples (scooter accident, money order) wherever possible – they show direct textbook knowledge.
- Do **not** confuse "Right to Choose" with "Right to Information"; each has a distinct meaning.
- The right to redressal includes the three-tier commission system (District → State → National), but for this answer a brief mention is sufficient.

Q28. medium exam-ready**[4]**

Read the following situation and answer the questions that follow:

Ramesh purchased a pressure cooker from a local shop. Within a week, the safety valve of the cooker failed, causing a serious accident in his kitchen. When he approached the shopkeeper, he was told, 'You must have misused it — it is not our problem.' Ramesh was unaware of any consumer forum or legal remedy available to him.

- (i) Which consumer right has been violated in this case? (1 mark)
(ii) Why is the safety valve of a pressure cooker considered so critical from a consumer rights perspective? (1 mark)
(iii) What steps can Ramesh take to seek justice, and which authority should he approach first? (2 marks)

◆ Consumer Rights

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Model Answer

(i) The **Right to Safety** has been violated. Ramesh's right to be protected against goods hazardous to life and property was denied when the defective safety valve caused an accident.

(ii) A pressure cooker's safety valve, if defective, can cause a serious accident. Manufacturers must ensure its high quality, and government supervision is needed to maintain safety standards, making it critical from a consumer rights perspective.

(iii) Ramesh should take the following steps:

- Collect evidence (bill, damaged cooker).
- Approach the local **Consumer Forum/Consumer Protection Council** for guidance.
- File a complaint in the **District Consumer Disputes Redressal Commission** (handles claims up to ₹1 crore) — the first authority he should approach.
- He can file the case himself without a lawyer, physically or online.

Source: Chapter 5 — Consumer Rights; Safety is Everyone's Right; Where Should Consumers Go to Get Justice?

Explanation

- **(i)** Right to Safety is explicitly mentioned in the passage using the pressure cooker example — cite it directly.
- **(ii)** The passage gives the pressure cooker safety valve as the exact example; use it word-for-word in spirit.
- **(iii)** Examiners look for: (a) filing at District Commission first, (b) option to file without lawyer, (c) mention of consumer forum for advice. The three-tier structure (District → State → National) shows you understand the system. Keep steps numbered/bulleted for clarity and marks.

Q29. deep exam-ready

[4]

Read the following situation and answer the questions that follow:

Sunita enrolled in a one-year diploma course at a private institute and paid the full fee of Rs 45,000 upfront. After six months, she found the quality of instruction very poor and wished to leave. The institute refused to refund any part of her fee, claiming that she had agreed to the terms at the time of admission.

- (i) Which consumer right is at the centre of this dispute? (1 mark)
 (ii) To which tier of the Consumer Disputes Redressal Commission should Sunita take her case, and why? (1 mark)
 (iii) Based on similar cases, what ruling might the Commission give, and what broader order might it pass to protect other students? (2 marks)

◆ Consumer Rights

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Model Answer

(i) The **Right to Choose** is at the centre of this dispute. Sunita paid fees for the full course but wishes to leave midway — the institute cannot force her to continue a service she no longer wishes to receive.

(ii) Sunita should approach the **District Consumer Disputes Redressal Commission**, because her claim (Rs 45,000) is well below the Rs 1 crore limit handled at the district level under COPRA.

(iii) The Commission may direct the institute to **refund the fee for the remaining six months**, as Sunita has the right to choose whether to continue a service. It may also pass a broader order **restraining all educational institutions in the state from collecting fees for the entire course duration in advance**, to protect other students from similar exploitation.

Source: Consumer Rights, Chapter 5 — "When Choice is Denied" and "Where Should Consumers Go to Get Justice?"

Explanation

- **(i)** Always name the right precisely — "Right to Choose" — and link it briefly to the facts.
- **(ii)** Jurisdiction is determined by the claim amount. Rs 45,000 < Rs 1 crore → District Commission. Examiners expect you to state the threshold.
- **(iii)** This 2-mark part needs two distinct points: the individual remedy (refund) AND the broader/systemic order (restraint on advance fee collection). The Abirami case in the textbook is the direct parallel — use it.

Q30. deep exam-ready

[4]

Read the following situation and answer the questions that follow:

While shopping at a supermarket, Arjun notices that a well-known brand of packaged biscuits does not display the date of manufacture or the list of ingredients on the packaging. The price sticker placed by the shop is also higher than the printed MRP. His friend says, 'Just buy it — don't waste time checking all this.'

- (i) Name the consumer right that requires manufacturers to display ingredients, date of manufacture and expiry date on packaging. (1 mark)
- (ii) Is the shopkeeper justified in charging more than the MRP? What can Arjun do about it? (1 mark)
- (iii) How does an alert consumer like Arjun, who checks labels and refuses to pay above MRP, contribute to keeping businesses accountable? What does this suggest about the responsibility of consumers in strengthening the consumer movement? (2 marks)

◆ Consumer Rights

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Model Answer

(i) The consumer right involved is the **Right to Information**. It requires manufacturers to display details such as ingredients, date of manufacture, expiry date, price (MRP), and address of the manufacturer on the packaging.

(ii) No, the shopkeeper is **not justified**. Charging above the MRP is illegal. Arjun can complain to the shopkeeper, and if unresolved, file a case in the **District Consumer Disputes Redressal Commission** under COPRA.

(iii) By checking labels and refusing to pay above MRP, Arjun exercises his right to information and acts as an alert consumer. Such behaviour forces businesses to follow rules and maintain quality. As the textbook states, consumer movements can be effective **only with consumers' active involvement**. This shows that every consumer has a responsibility to be informed, question unfair practices, and participate voluntarily in strengthening the consumer movement.

Source: Chapter 5 — Consumer Rights, Sections: "Information about Goods and Services" and "Taking the Consumer Movement Forward"

Explanation

- **(i)** Always name the specific right — "Right to Information" — not just "consumer rights."
- **(ii)** Two points needed: (a) shopkeeper is wrong, (b) what Arjun can do — mention the Consumer Commission.
- **(iii)** This 2-mark part needs two ideas: how alert consumers keep businesses accountable + what it suggests about consumer responsibility. The textbook phrase about "active involvement" is a strong quote to use. Avoid making it too long.

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