

CBSE CLASS X
Social Science (087)

QUESTION PAPER
AI-generated question paper

Code: UKJDJH

Questions: 43

Maximum Marks: 133

Generated: 2026-06-26 09:55

SELECTIONS USED

Subject	Social Science
Lessons	5 Consumer Rights
Level of understanding	Thorough understanding
Question selection	Curated chapter coverage (~5 questions per section + 8 synthesis)
Model	claude-sonnet-4-6

Composition — Difficulty: 3 straightforward · 24 medium · 16 deep | Types: 30 Short · 8 Long · 4 MCQ · 1 Very short

Q1. medium thorough-understanding § Notes for the Teacher **[3]**

The consumer movement emerged because of dissatisfaction with how markets operated and how rules were enforced. Why is it not enough to simply have rules and regulations on paper to protect consumers — what additional conditions are necessary for those rules to actually work?

◆ **Consumer Rights**

Q2. deep thorough-understanding § Notes for the Teacher **[3]**

Consumer exploitation in the marketplace and exploitation of workers in the unorganised sector may seem like separate problems, but they share an important underlying cause. What is that common cause, and how does recognising it help us understand why both groups need legal protection?

◆ **Consumer Rights**

Q3. deep thorough-understanding § Notes for the Teacher **[3]**

Consumer awareness in India grew primarily out of people's own struggles over many decades rather than being granted by the government from the outset. What does this history suggest about where the primary responsibility for a fair marketplace really lies, and why should consumers see themselves as active participants rather than passive recipients of protection?

◆ **Consumer Rights**

Q4. straightforward thorough-understanding § Notes for the Teacher **[1]**

The United Nations Guidelines for Consumer Protection (1985) are considered a landmark in global consumer advocacy. Why was an international framework significant for consumer movements within individual countries, including India?

◆ **Consumer Rights**

Q5. medium thorough-understanding § Chapter Opening **[3]**

Large companies with significant wealth and market reach are often able to manipulate consumers in ways that smaller sellers cannot. Explain how such manipulation can occur, and why individual consumers find it difficult to resist or challenge it.

◆ **Consumer Rights**

Q6. medium thorough-understanding § The Consumer in the Marketplace [3]

A consumer buys a packaged food item that turns out to be adulterated, but hesitates to complain because she feels it is 'not worth the trouble.' What structural features of the marketplace make individual consumers feel powerless against sellers, even when they have been wronged?

◆ Consumer Rights

Q7. medium thorough-understanding § The Consumer in the Marketplace [3]

A shopkeeper sells you 900 grams of rice claiming it is 1 kg, and a trader adds a hidden 'service charge' to your bill after the purchase. Both are examples of the same broader problem in the marketplace. What is that problem, and why does it occur?

◆ Consumer Rights

Q8. deep thorough-understanding § The Consumer in the Marketplace [5]

For years, a company promoted its baby powder milk as scientifically superior to mother's milk, and cigarette companies denied that their product caused cancer. What do both these examples reveal about how powerful producers can harm consumers, and why is it difficult for consumers to fight back on their own?

◆ Consumer Rights

Q9. straightforward thorough-understanding § The Consumer in the Marketplace [1]

Which of the following best explains why markets fail to function fairly when a few large companies produce goods bought by millions of scattered consumers?

- A. Consumers lack the time and awareness to compare products across different companies.
- B. Large companies can use their wealth and reach to manipulate markets, suppress information, and spread false claims.
- C. Scattered consumers tend to buy lower-quality goods because they cannot afford better options.
- D. Governments deliberately keep consumer protection laws weak to encourage industrial growth.

A Consumers do not have enough money to buy in large quantities.

B Large companies can use their wealth and reach to manipulate markets and spread false information.

C Small consumers prefer to buy from local shops rather than big companies.

D Government regulations prevent consumers from negotiating prices.

◆ Consumer Rights

Q10. medium thorough-understanding § The Consumer in the Marketplace [3]

Before the consumer movement grew, what was the common assumption about responsibility when a buyer was unhappy with a product? How did the consumer movement challenge this assumption?

◆ Consumer Rights

Q11. deep thorough-understanding § The Consumer in the Marketplace [5]

Both consumers in the marketplace and workers in the unorganised sector face exploitation in their daily lives. What common underlying reason makes rules and regulations necessary to protect both groups? Despite such rules existing, why does exploitation often continue in practice?

◆ Consumer Rights

Q12. medium thorough-understanding § Consumer Movement [3]

The consumer movement in India did not emerge overnight – it grew out of specific social and economic conditions. Identify the conditions that gave organised shape to the consumer movement in India, and explain how the priorities of consumer organisations have evolved over time. What does this evolution suggest about the changing nature of consumer exploitation?

◆ Consumer Rights

Q13. medium thorough-understanding § Consumer Movement [3]

Before consumer organisations became active, the common response of an unhappy buyer was simply to avoid that shop or brand. Why was this individual response insufficient to protect consumers, and how did the consumer movement address this limitation?

◆ Consumer Rights

Q14. deep thorough-understanding § Consumer Movement [5]

Large companies can manipulate markets in ways that individual small consumers cannot easily counter. Using examples of the baby-powder-milk company and cigarette manufacturers, analyse how the power imbalance between producers and consumers operates, and what this reveals about why market forces alone are not enough to protect consumer interests.

◆ Consumer Rights

Q15. medium thorough-understanding § Consumer Rights – Safety is Everyone's Right [3]

A pressure cooker is sold with a defective safety valve that causes an accident in a consumer's home. The manufacturer argues that the consumer should have checked the valve before use. Using the concept of the right to safety, explain why this defence is unacceptable and what the actual responsibility of the manufacturer is.

◆ Consumer Rights

Q16. medium thorough-understanding § Information about Goods and Services [3]

What is the purpose of printing an expiry date and the manufacturer's address on a medicine packet? How does this information protect a consumer's rights?

◆ Consumer Rights

Q17. medium thorough-understanding § Information about Goods and Services [3]

A shopkeeper sells a cooking oil packet without a Maximum Retail Price (MRP) printed on it. Why is this a problem for consumers? How does the mandatory printing of MRP on packaged goods protect the interests of consumers in general?

◆ Consumer Rights

Q18. medium thorough-understanding § When Choice is Denied [3]

Abirami paid her full two-year course fee upfront but left the institute after one year due to poor teaching quality. The institute refused to refund the remaining fee. Which consumer right did the institute violate, and why does this right matter even when a student voluntarily signs up for a course?

◆ Consumer Rights

Q19. medium thorough-understanding § When Choice is Denied [1]

A gas dealer tells a new customer that she must buy a cooking stove from him in order to get a gas connection. The customer only wants the connection, not the stove.

****Assertion (A):**** The dealer's condition violates the customer's consumer rights.

****Reason (R):**** Forcing a consumer to buy an unwanted product as a condition for another product denies their right to choose freely.

Which of the following is correct?

- (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 true but R is false.

D A is false but R is true.

◆ Consumer Rights

Q20. deep thorough-understanding § When Choice is Denied [3]

The State Consumer Commission, while ruling on Abirami's case, went beyond granting her a personal refund and issued an order that applied to all educational and professional institutions in the state. Why might a consumer commission choose to issue such a wide-ranging order rather than simply resolving the individual complaint? In your answer, also explain why individual consumers often struggle to protect their own interests in the marketplace.

◆ Consumer Rights

Q21. medium thorough-understanding § Where Should Consumers Go to Get Justice? [3]

A consumer files a case claiming damages of Rs 8 crore against a company for selling a defective product. At which level of the Consumer Disputes Redressal Commission should this case be filed, and why?

◆ Consumer Rights

Q22. medium thorough-understanding § Where Should Consumers Go to Get Justice? [3]

A consumer who cannot afford a lawyer wants to challenge a company for selling him a defective appliance. How does the provision for filing and arguing a case without a lawyer in Consumer Disputes Redressal Commissions support the purpose of COPRA?

◆ Consumer Rights

Q23. straightforward thorough-understanding § Where Should Consumers Go to Get Justice? [1]

Which of the following correctly describes the jurisdiction of the State Consumer Disputes Redressal Commission?

- (A) Claims below Rs 1 crore
- (B) Claims between Rs 1 crore and Rs 10 crore
- (C) Claims exceeding Rs 10 crore
- (D) All consumer cases regardless of claim amount

- A Claims below Rs 1 crore
- B Claims between Rs 1 crore and Rs 10 crore
- C Claims exceeding Rs 10 crore
- D All consumer cases regardless of claim amount

◆ Consumer Rights

Q24. medium thorough-understanding § Where Should Consumers Go to Get Justice? [3]

A consumer's complaint is dismissed by the District Consumer Disputes Redressal Commission. Can the consumer pursue the matter further? Explain the options available.

◆ Consumer Rights

Q25. deep thorough-understanding § Where Should Consumers Go to Get Justice? [3]

The 2019 amendment to COPRA introduced the option of settling disputes through a mediator at all three tiers of the Consumer Commission system. Why was this provision added, and how does it benefit consumers compared to the standard commission process?

◆ Consumer Rights

Q26. deep thorough-understanding § Where Should Consumers Go to Get Justice? [5]

Under COPRA, consumers can now file complaints and conduct proceedings online, including through video conferencing. How does this change connect to the broader challenge of making consumer redressal effective in India? What underlying problem does it help address?

◆ Consumer Rights

Q27. medium thorough-understanding § Learning to Become Well-Informed Consumers [3]

Quality certification logos such as ISI and Agmark are not compulsory for all products. For which category of products does the government make such certification mandatory, and what is the reasoning behind this selective enforcement?

◆ Consumer Rights

Q28. deep thorough-understanding § Learning to Become Well-Informed Consumers [3]

A shopkeeper sells loose, unbranded groundnut oil without any certification mark. A customer argues this is perfectly legal since certification is not compulsory for all products. Is the customer's reasoning fully correct? Justify your answer.

◆ Consumer Rights

Q29. deep thorough-understanding § Learning to Become Well-Informed Consumers [3]

Amritha, a nurse, was denied information about the medicine dosage administered to a patient in a government hospital, and she later used a legal provision to obtain that information. What does this case illustrate about the scope of consumer rights? How does it show that consumer protection extends beyond ordinary market transactions?

◆ Consumer Rights

Q30. deep thorough-understanding § Learning to Become Well-Informed Consumers [5]

Certification bodies like the Bureau of Indian Standards develop quality standards and allow producers to use their logos only if those standards are met. Despite this system, substandard and uncertified goods continue to circulate in the market. Analyse the reasons for this gap between the existence of quality standards and their actual effectiveness in protecting consumers.

◆ Consumer Rights

Q31. medium thorough-understanding § Taking the Consumer Movement Forward [3]

Despite the Consumer Protection Act being in force for several decades, the consumer redressal process in India is still considered cumbersome and slow. (a) Identify any two specific reasons for this. (b) Explain how key amendments to COPRA have attempted to address these limitations and make the redressal mechanism more accessible to consumers.

◆ Consumer Rights

Q32. deep thorough-understanding § Taking the Consumer Movement Forward [3]

The consumer movement in India has grown significantly, yet consumer awareness remains limited and the redressal process is still challenging for many. Critically examine the respective roles of the government, NGOs, and individual consumers in ensuring effective consumer protection in India. In your answer, refer to the historical development of the consumer movement and assess why no single stakeholder can be solely responsible for its success.

◆ Consumer Rights

Q33. medium thorough-understanding § Additional Projects / Activities [3]

A consumer survey asks people whether they always insist on a bill when buying something. Why is insisting on a bill particularly important when a consumer later wants to file a complaint about a defective product?

◆ Consumer Rights

Q34. medium thorough-understanding § Additional Projects / Activities [3]

Mrs. Krishna bought a television with a six-month warranty. It stopped working after three months, and despite repeated complaints, the dealer stopped responding. Identify the consumer right being violated and explain what legal recourse is available to her.

◆ Consumer Rights

Q35. deep thorough-understanding § Additional Projects / Activities [5]

When writing a formal complaint letter to a Consumer Disputes Redressal Commission on behalf of an aggrieved consumer, what key pieces of information and evidence would be essential to include, and why does each matter to the outcome of the case?

◆ Consumer Rights

Q36. medium thorough-understanding § Additional Projects / Activities [2]

A survey finds that many consumers strongly believe their regular shopkeeper never cheats them, so they do not bother checking weights or expiry dates. Why is this attitude risky, even if the shopkeeper is generally honest?

◆ Consumer Rights

Q37. deep thorough-understanding § (whole-chapter synthesis) [5]

The consumer movement began as a response to exploitation, yet today the consumer redressal process itself is described as cumbersome and expensive. Trace the journey from the origins of the consumer movement in India to the enactment of COPRA, and then explain why the existence of a law alone is insufficient to fully protect consumers.

◆ Consumer Rights

Q38. medium thorough-understanding § (whole-chapter synthesis) [3]

A consumer buys a pressure cooker with a defective safety valve that causes an accident, and later discovers the MRP on the box had been crossed out and a higher price handwritten. Identify the two distinct consumer rights that have been violated in this single purchase, and explain what makes each violation a separate wrong.

◆ Consumer Rights

Q39. medium thorough-understanding § (whole-chapter synthesis) [3]

Why is collective consumer action through organised consumer groups considered more effective in ensuring fair markets than individual consumer complaints, even when both are legally permitted forms of redressal?

◆ Consumer Rights

Q40. deep thorough-understanding § (whole-chapter synthesis) [1]

Assertion (A): Printing mandatory information such as expiry dates, ingredients, and MRP on product packaging is a legal requirement for manufacturers.

Reason (R): Such information enables consumers to make informed choices and is a safeguard of their right to be informed.

Choose the correct option:

- (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 true but R is false.
 - d A is false but R is true.

◆ Consumer Rights

Q41. medium thorough-understanding § (whole-chapter synthesis) [3]

Quality certification logos such as ISI and Agmark exist to protect consumers, yet many goods in the market carry no such certification. Why is this possible, and for which category of products does the government not permit this gap? What does this distinction tell us about how the government prioritises consumer protection?

◆ Consumer Rights

Q42. medium thorough-understanding § (whole-chapter synthesis) [2]

The principle of 'caveat emptor' once governed market transactions. How did the organised consumer movement challenge this principle, and what shift in responsibility between buyers, sellers, and the state did it bring about?

◆ Consumer Rights

Q43. deep thorough-understanding § (whole-chapter synthesis) [5]

A large food company uses media advertisements to falsely claim its packaged drink has special health benefits it does not actually possess. Using your understanding of how markets can fail consumers and what legal mechanisms exist to address this, explain: (i) why individual consumers are especially vulnerable in this situation, and (ii) what avenues are available to seek justice.

◆ Consumer Rights

Available for free from:
<https://cbsegrade10studyguide.com>
<https://github.com/orgs/cbse-free-resources/repositories>

Available for free from:
<https://cbsegrade10studyguide.com>
<https://github.com/orgs/cbse-free-resources/repositories>