

Consumer Protection Act, 2019



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1. Which of the following bodies was established under the Consumer Protection Act, 2019, to regulate matters relating to the violation of consumers' rights, unfair trade practices, and false or misleading advertisements?

A National Consumer Disputes Redressal Commission (NCDRC)

B Central Consumer Protection Authority (CCPA)

C State Consumer Protection Council (SCPC)

D District Consumer Forum (DCF)

2. Which of the following is NOT a defined consumer right under Section 2(9) of the Consumer Protection Act, 2019?

A

The right to be protected against the marketing of goods and services which are hazardous to life and property.

B

The right to be assured, wherever possible, access to a variety of goods and services at competitive prices.

C

The right to seek redressal against unfair trade practices or restrictive trade practices or unscrupulous exploitation of consumers.

D

The right to avail a free 'cooling-off' period for goods purchased through e-commerce. E. The right to consumer education.

3. Under the Consumer Protection Act, 2019, which of the following grounds allows a consumer to file a complaint against a service provider?

A Loss or damage caused by negligence.

B Defect in goods purchased

C Charging a price in excess of the price displayed

D All of the above.

4. For an appeal to the National Consumer Disputes Redressal Commission (NCDRC) against the order of a State Commission, what is the mandatory minimum amount of deposit or the amount specified in the order, whichever is less, that the appellant must deposit?

A 25% of the amount

B 50% of the amount

C 75% of the amount

D 100% of the amount

5. A consumer complaint can be filed by electronic means, as per the Consumer Protection Act, 2019. This means the complaint can be filed:

A Only through email to the appropriate Commission.

B Through a dedicated online portal.

C By sending a scanned copy of the complaint via post.

D Only by the complainant personally appearing before the Commission.

6. The term 'product liability action' was introduced in the Consumer Protection Act, 2019. A product manufacturer can be held liable for all the following EXCEPT:

A Manufacturing a defective product.

B Not providing adequate instructions or warnings with the product.

C Product not conforming to the express warranty.

D Product defect that occurred due to misuse by the consumer.

7. The chairperson of the Central Consumer Protection Authority (CCPA) is the:

A Union Minister of Consumer Affairs, Food and Public Distribution.

B Secretary of the Department of Consumer Affairs.

C Chief Justice of the Supreme Court of India.

D A retired High Court Judge nominated by the Central Government.

8. Which of the following defines 'Misleading Advertisement' under the Consumer Protection Act, 2019?

A Any advertisement that falsely describes a product or service.

B An advertisement that gives a false guarantee.

C
An advertisement that omits a material fact, thereby concealing its material information.

D All of the above.

9. Where should a consumer file a complaint if the complainant resides in Mumbai, the transaction took place in Pune, and the opposite party (seller) has a branch office in Nagpur?

A Only in Mumbai (where the complainant resides).

B Only in Pune (where the transaction took place).

C In Mumbai, Pune, or Nagpur.

D Only in Pune or Nagpur

10. What is the time limit provided under the Consumer Protection Act, 2019, for a consumer to file a complaint from the date on which the cause of action has arisen?

A 1 year

B 2 years

C 3 years

D 5 years

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11. An 'Unfair Contract' under the CPA 2019 means a contract between a manufacturer/trader/service provider and a consumer which is one-sided and significantly in favour of the manufacturer/trader/service provider. Which authority has the power to declare a term of such a contract null and void?

A District Commission

B State Commission

C National Commission

D Central Consumer Protection Authority (CCPA)

12. Which entity, under the Consumer Protection Act, 2019, has the power to impose a penalty on an endorser (celebrity) of a product for a false or misleading advertisement?

A District Consumer Disputes Redressal Commission

B State Consumer Disputes Redressal Commission

C Central Consumer Protection Authority (CCPA)

D National Consumer Disputes Redressal Commission
E. Ministry of Information and Broadcasting

13. A consumer complaint involves a matter of product defect which requires testing or analysis. Under the CPA 2019, the District Commission shall, if necessary, send the sample to:

A The nearest Central Government laboratory.

B The nearest recognised State Government laboratory.

C
A laboratory accredited by the National Accreditation Board for Testing and Calibration Laboratories (NABL).

D Any accredited laboratory, as specified by the Central Government.

14. As per the CPA 2019, if a manufacturer fails to comply with an order of the District Commission, what is the imprisonment term prescribed for the defaulter?

A

Imprisonment for a term which may extend to 1 year or a fine up to ₹ 10,000, or both.

B

Imprisonment for a term which shall not be less than 1 month, but which may extend to 3 years, or a fine up to ₹ 25,000, or both.

C

Imprisonment for a term which shall not be less than 1 year, but which may extend to 7 years, or a fine up to ₹ 10 Lakhs, or both.

D

Imprisonment for a term which may extend to 2 years, or a fine up to ₹ 50,000, or both.

15. The chairperson of the National Consumer Disputes Redressal Commission (NCDRC) shall be a person who is or has been a:

A Judge of the High Court.

B Secretary to the Government of India.

C Judge of the Supreme Court.

D Chief Justice of a High Court.

16. The e-commerce rules under the CPA 2019 mandate that e-commerce entities must provide certain information. Which of the following is NOT a mandatory disclosure for an e-commerce entity?

A Country of origin of the product.

B Ticket number for consumer grievance redressal.

C Seller-specific information (e.g., identity, contact details).

D Details of the political affiliation of the seller.

17. The President of the District Consumer Disputes Redressal Commission (DCDRC) shall be appointed by the State Government based on the recommendation of a Selection Committee. Who heads this Selection Committee?

- A** Chief Justice of the concerned High Court.
- B** Minister in charge of Consumer Affairs of the State
- C** Secretary of the Department of Consumer Affairs of the State.
- D** A retired High Court Judge nominated by the State Government.

18. Which of the following is considered a Restrictive Trade Practice under the Consumer Protection Act, 2019?

A Selling goods at excessively high prices.

B Requiring a consumer to buy a product as a condition for buying another product.

C Manufacturing goods that are hazardous to health.

D Omitting material facts in an advertisement.

19. Under the Consumer Protection Act, 2019, who among the following is NOT considered an 'endorser' liable for a misleading advertisement?

A A celebrity who appears in the advertisement.

B A service provider (e.g., a bank) whose services are being advertised.

C A person who gives testimony or opinion in the advertisement.

D A manufacturer whose product is being advertised.

20. The District Consumer Disputes Redressal Commission shall consist of a President and at least:

A One member

B Two members

C Three members

D Four members

21. The Consumer Protection Act, 2019, specifically exempts a transaction from the definition of 'service' if the service is rendered:

A Free of charge.

B Under a contract of personal service.

C Through an e-commerce platform.

D Both A and B.

22. Under the CPA 2019, a complaint concerning a matter that is sub-judice (pending) in any civil court:

- A** Can still be entertained by the Consumer Commission.
- B** Must be summarily dismissed by the Consumer Commission.
- C** Must be compulsorily referred to mediation by the Commission.
- D** Can be transferred to the Consumer Commission by the Civil Court.

23. A 'Voluntary Consumer Association' wishing to file a consumer complaint on behalf of multiple consumers must be:

A Registered under any law for the time being in force

B An association of individuals, whether incorporated or not.

C Approved by the Central Consumer Protection Authority (CCPA).

D

Registered under the Societies Registration Act, 1860, or the Companies Act, 2013.

24. **The Central Consumer Protection Council (CCPC) is a/an:**

A Quasi-judicial body for dispute redressal.

B Regulatory and enforcement body.

C Advisory body to promote and protect the rights of the consumers.

D Appellate tribunal for consumer appeals

25. A consumer complaint filed in the District Commission shall be decided as expeditiously as possible, and effort shall be made to decide the complaint within a period of three months from the date of receipt of notice by the opposite party. This three-month period applies to cases:

A Requiring laboratory testing or analysis of goods.

B Not requiring laboratory testing or analysis of goods.

C Involving an unfair contract.

D Where the value of consideration is less than ₹ 10 Lakhs

26. If a complainant files a complaint in the wrong District Commission, the Commission may return the complaint with an endorsement to present it before the appropriate Commission. What is the time limit for the complainant to present the complaint to the appropriate Commission?

A Within 7 days

B Within 15 days

C Within 30 days

D Within 45 days

27. The District Commission's order is appealable to the State Commission. What is the time limit for filing this appeal under the Consumer Protection Act, 2019?

A Within 30 days from the date of the order.

B Within 45 days from the date of the order.

C Within 60 days from the date of the order.

D Within 90 days from the date of the order.

28. The Consumer Protection Act, 2019, ensures that the liability of an e-commerce platform for a defective product sold on its platform is governed by the principles of:

A Absolute Liability, holding the platform always responsible.

B Strict Liability, holding the platform responsible regardless of negligence.

C Product Liability, holding the platform liable as a 'seller' if it exercises control over the transaction.

D No Liability, as the platform is only an intermediary.

29. Which of the following is **NOT** a mandatory relief that the District Commission can grant to a complainant?

A To return to the complainant the price or the charges paid.

B To award compensation to the consumer for any loss or injury suffered.

C
To issue an injunction against the opposite party to prevent a future transaction.

D To remove the defects in goods or deficiencies in services.

30. The maximum financial penalty the Central Consumer Protection Authority (CCPA) can impose on a manufacturer or service provider for a misleading advertisement for the first time is:

A ₹ 5 Lakhs

B ₹ 10 Lakhs

C ₹ 20 Lakhs

D ₹ 50 Lakhs



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