

CBSE Question Paper - 2010

CONSUMER BEHAVIOUR & PROTECTION

(Theory) paper III

Class – XII

Time allowed: 3 hours

Maximum Marks: 60

1. Enlist buying motives for the purchase of
 - (a) Refrigerator by a shopkeeper
 - (b) Wrist watch
 - (c) Cold drink

3
2. Enlist the parties involved in purchase of industrial products.

3
3. Who can make complaint under consumer protection Act? Explain in brief.

3
4. How does the prevention of food adulteration Act help in protection of consumer's interest? Discuss.

3
5. How can the needs a retail customer be assessed? Explain.

4
6. What are the important provisions regarding defective products? Explain.

4
7. What are the determinates of industrial buying? Explain.

4
8. Explain important provisions of marketing of Drugs and Cosmetics Act.

4
9. What are shopping products? Explain consumer behavior in respect of shopping products.

5
10. Explain the buying process in respect of industrial products with the help of suitable example.

5

Other Educational Websites:

ICSEGuess.com | NIOSGuess.com | IGNOUGuess.com | IITGuess.com | MagicSense.com | AIPMTGuess.com | AIEEEGuess.com | IndiaGuess.com

11. You purchased a cake from a grocery shop. After consuming it your sister felt ill and was taken to hospital. The doctor told that she had taken some poisonous substance and had to be hospitalized for three days. What steps would you take to confirm that the cake was adulterated and if so what remedy will you seek?
5
12. What Enforcement Machinery is available under Consumer protection Act for the protection of consumer's rights? Explain.
5
13. Explain in detail the important provisions of the standards of weights and Measures Act for protection of consumer interest.
6
14. Explain the relevant provisions of Essential Commodities Act for prevention of black – marketing and supply of essential commodities.
6

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