

**National Institute of Open Schooling**  
**Senior Secondary Course: Introduction to Law**  
**Lesson 28: Consumer Protection**  
**Worksheet - 28**

**Note:** Write your name, enrolment numbers, AI name and subject on the first page of the answer sheet.

1. What Kinds of goods/services are excluded from the CPA, 1986?
2. List any two rights of a Consumer.
3. Which body is responsible for educating the Consumers in India?
4. Define a 'Consumer' in your own words.
5. Which day is celebrated as the Consumer Rights Day?
6. What are the rights of Consumer under the Consumer Protection Act, 1986?
7. Is the 'Award' of the Consumer Forum like a 'Decree' of a Civil Court? Explain with examples.
8. List any two services included in the Section 2 (1) (0) of the CPA, 1986.
9. What is 'Consideration'?
10. Where would you go to when a Consumer right is violated?