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CLASS X ECONOMICS NOTES

Consumer Rights

Key Notes and Important Questions with Answers

Chapter 5

CONSUMER RIGHTS

Key Points to Remember:

- **Consumer** is a person who purchases goods and services for personal use.
- The action or fact of treating someone unfairly in order to benefit from work is **Exploitation**.
- Consumer Right is refers to right which provides safety to consumer's from exploitation in market area.
- **RTI** is an Act of the Parliament of India to provide for setting out the practical regime of right to Information.
- **A Maximum Retail Price (MRP)** is a manufacturer's price that is the highest price that din be charged for a product sold in India.
- **Consumer Protection Act (COPRA)** is an act of the Parliament of India enacted in 1986 to protect the interests of consumers in India.
- **National Consumer Day** is celebrated on **December 24**
- **International Consumer Day** is celebrated on **March 15**.
- **Ralph Nadar** is widely known as father of Consumer movement in world.
- **Certification Mark** is indicating the existence of an accepted product standard and a claim that the manufacturer has tested the product to verify compliance with that standard.

Words	Full Forms
COPRA	Consumer Protection Act
F.A.O	Food and Agriculture Organization
W.H.O	World Health Organization
ISI	Indian Standardization Institution
ISO	International Standardization Organization
BSI	Indian Standardization Bureau
PDS	Pubic Distribution System



Very Short Answer Type Questions (1 mark each)

- Q.1 When did the UNO adopt the guideline for consumer movement?
- Q.2 Why did the consumer movement begin?
- Q.3 When consumer movement did arise?
- Q.4 When did consumer Protection Act (COPRA) enacted?
- Q.5 When do we celebrate National Consumer day? Why?
- Q.6 Name the International Institution of Consumer Welfare Organization?
- Q.7 Which logo should we seek while purchasing electronics equipment's?
- Q.8 For which article Hallmark is used?
- Q.9 What is AGMARK?
- Q.10 Sumit bought jewelry worth rupees 30 lakhs and found it duplicate. In which court he can file his case against the jeweler?
- Q.11 Utkarsh booked a flat worth of two Cr., now dealer is conniving in giving the same. In which court he can file his case against the dealer?
- Q.12 Asha bought refrigerator worth rupees fifty thousand, which was giving electric shock just after two days of purchasing. On complain

the seller is not taking it back. In which court she can file his case against the dealer?

Q.13 What does MRP stands for?

Q.14 Who is Ralph Nadar?

Q.15 If you want to extract information about the function of any government department, which right would you exercise?

Q.16 Ashwin bought a pack of brown bread later he realized that it was expiry. Which right was violated Of him?.

Q.17 If you are not interested to buy a brush with tooth-paste but shopkeeper denied selling tooth-paste only. In this case which consumer right is violated by the seller?

ANSWERS

Ans.1 1985

Ans.2 Dissatisfaction among consumers

Ans.3 Around 1960's

Ans.4 1986

Ans.5 Consumer Day is celebrated in India on December 24 because on this day parliament enacted the COPRA.

Ans.6 Consumer International

Ans.7 ISI

Ans.8 Jewelry

Ans.9 Label which is on pure edible oil.

Ans.10 At state level

Ans.11 At National level

Ans.12 At District level

Ans.13 Maximum Retail Price

Ans.14 Widely known as Father of Consumer Movement.

Ans.15 Right to Information (RTI)

Ans.16 Right to Redress

Ans.17 Right to Choose

LONG ANSWER TYPE QUESTIONS (3 and 5 Marks each)

Q.1 What are the forms of consumer exploitation?

Q.2 What does COPRA stands for? How does it help the consumers?

Q.3 Describe the various duties of Consumers?

Q.4 Illustrate the various rights of Consumers?

Q.5 Write a note on Consumers International?

Q.6 Why are the Quality measurement used?

Q.7 Who is an Ideal consumer?

Q.8 What is the judicial structure of consumer disputes in India?

Q.9 What is the main difference between Consumer Forum and Consumer Court?

Q.10 What are the factors responsible for the consumer exploitation?

Answers

Ans. 1

- Deceptive advertising
- Unreasonable Prices .
- Adulteration
- Poor Quality of Products
- Deceptive Packing
- Underweight Supplies
- Deficiency in Service
- Negligence in Service

Ans. 2 It stands for Consumer Protection Act, which was enacted by the government in 1986.

- It strengthened the consumer movement and provided the consumers with the right to seek redressal against the unfair trade practices and exploitation.
- Under COPRA, a three-level judicial system was set up for redressal of consumer disputes.
- To correct unfair business conduct.

Ans.3 Duties of Consumers:

- Check the manufacturing and expiry date of a product.
- Taking a careful view while weighing any product.
- Should insist for Original Bills.
- Should insist for original product with quality logos on it.

Ans.4 Rights of Consumers:

- Right to Information
- Right to seek redressal
- Right to choose
- Right to be heard
- Right to safety
- Right to represent
- Right to consumer Education

Ans.5 In 1985, United Nations adopted the guidelines for consumer protection.

- This was a tool for nations to adopt measures to protect consumers and for consumer advocacy groups to press their government to do so.
- At the international level, this has become foundation for

consumer movement.

- Today, consumers International have become an umbrella body of over 250 member organizations in 120 countries, in which India is one of them.

Ans. 6 The quality measurement is used to satisfy a consumer.

- While purchasing many commodities, there is a logo with letters like ISI, AGMARK and so on.
- These logos and codification help consumers get assured of quality while purchasing the goods and services.
- The organizations that monitor and issue these certificates allow producers to use their logos provided they follow certain quality standards.

Ans. 7 An ideal customer should have following qualities:

- Updates his knowledge of consumer's rights and duties.
- Has an eco-friendly attitude.
- Prevents corruption rather than being a party of it.
- Conscious of standardization marks like ISO, ISI, and AGMARK and so on.
- Procures and preserves cash memo and warranty card.

Ans. 8 Under the COPRA act a three level judicial system set up.

- District level court: It deals with cases involving claims up to 20 lakh rupees.
- State level court: It deals with cases involving claims between 20 lakh and one crore.
- National level court: It deals with cases which are exceeding rupees one crore.

Ans. 9 Consumer Forum: it is a voluntary organization locally known as consumer forum or consumer protection council. They guide consumers how to file cases in the consumer courts. they may represent individual consumers in the consumer courts. They

create awareness among the people for their consumers rights.

Consumer Courts: Under the COPRA act three level courts are set up to hear the public grievances. It has the power to punish the culprits.

Ans.10 The following factors are responsible for the consumer's exploitation:

- Limited Information
- Limited Supplies
- Limited Competition
- Low Literacy

