JSS COLLEGE FOR WOMEN(AUTONOMOUS) SARASWATHIPURAM MYSORE-09

SEMINOR TOPIC: CONSUMER RIGHTS AND RESPONSIBILITIES

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AGENDA:

- ➤ Who is a consumer
- ➤ Consumer rights
- ➤ Consumer responsibilities
- **≻**Conclusion

Who is a consumer?

- Any person who buys any commodity or service or is a user of such commodity or service is known as consumer.
- Any person must satisfy two conditions to claim himself as a consumer:-
 - 1. The Service must have been rendered to him.
 - 2. He must have paid or promised to pay for the same.
- If any person buy capital goods to provide services to other individuals, then he is also recognised as consumer.



CONSUMER RIGHTS:



Right to Safety:

Products should not endanger the lives or health of consumers.this includes safety through proper testing and adherence to safety standards.

> Right to be Choose:

Consumers should have access to a variety of products and servicesat competitive prices. This includes being protected against monopolistic practices.

Right to be Heard:

Consumers have the right express complaints and concerns about a product and to have those issues addressed promptly and fairly.

> Right to be Informed:

Consumers must have access to complete information about a product enabling them to make informed decisions. This covers labeling, advertising and other forms of product information.

Right to Healthy Environment:

Consumers have the right to live and work in an environment that is non-threatening to their well-being.

> Right to Redress:

Consumers should be educated about their rights and responsibilities, enabling them to make informed and confident choices about goods and services.

Right to Consumer Education:

Consumers should be educated about their rights and responsibilities, enabling them to make informed and confident choices about goods and services.

Right to Basic Needs:

The Right to Basic Needs is a fundamental consumer right that ensures induviduals have acess to essential goods and services necessary for a dignified life.



Be aware:

Be aware of product information and prices. Comapre prices and discounts carefully . Check quality and safety standards . Understand return and refund policies . Make informed decisions to protect your rights (consumer rights).

❖Think Indipendently:

Question marketing claims and ads.Research products before buying .Don't follow the crowd ,make informed decisions .Evaluate quality and safety before purchasing . Make choices that align with your values and needs.

Speak out:

Report unfair business practices. Voice concerns about product safety. Compalin about poor service or quality. Share your experiences with others. Demand justice and fair treatment.

⇔Complain:

Report issues to the business or seller .File a complaint with regulatory agencies .Seek help from consumer protection groups .Demand a resolution or refund.

❖ Be an ethical consumer:

Buy sustainable and eco-friendly products .Avoid products with exploitative labor practices. Support fair trade and locally sourced goods. Choose companies with strong environmental policies. Make purchasing decisions that promote social responsibility.

CONCLUSION:

As a youth ,to generate awareness among the consumers about their rights and responsibilities ,motivate them to assert their rights and not to compromise on quality and standards of goods and services and seek redressal in consumer courts ,when ever required.

