

Kerala Syllabus 10th Standard Social Science Solutions Chapter 10 Consumer: Satisfaction and Protection

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Kerala State Syllabus 10th Standard Social Science Solutions Chapter 10 Consumer: Satisfaction and Protection

Question 1.
The satisfaction of consumers is the main aim of all economic activities. Do you agree with this statement? Why?
Answer:
The statement is correct. The ultimate aim of all economic activities taking place around us is consumer's satisfaction. Production, distribution and consumption are interrelated economic activities. When the consumer does not get satisfaction from the use of some goods and services,

retards the growth of the economy.

Question 2.
What are the situations in which the consumers are exploited?
Answer:

- Charging excess prices
- Selling low-quality products
- Adulteration
- Manipulation in weights and measures
- Delay in making services available
- Unsatisfactory after-sale services.

Question 3.
What are the rights included in the Consumer Protection Act of 1986?
Answer:

- The right to be protected against the marketing of goods and services which are hazardous to life and property.
- The right to be informed about the quality, related aspects of goods and services.
- The right to have access to goods and services at fair price.
- The right to be heard and to seek redressal at appropriate forums.
- The right to consumer education.

Question 4.
The consumer courts guard consumer rights. Substantiate.
Answer:

In circumstances in which the consumers are not satisfied with the dealings of the producers and distributors, they can approach the consumer courts which are mechanisms for helping them as per the law. Consumer courts play an important role in ensuring justice to the consumers. They settle consumer disputes by various means including ensuring compensation for the consumers.

The consumer courts are able to create confidence in the consumers and bring about a qualitative change in their lives. So they are called the guardians of the rights of consumers.

Question 5.
How do the advertisements adversely affect the consumer? Explain with examples.
Answer:

Almost all the advertisements in the modern media attract the attention of the consumers. Consumers become aware of the use of certain goods and services through advertisements. Consumers fall as victims of misleading advertisements. Often the goods advertised may not have the required quality of life. The consumers are cheated through advertisements by not giving the after-sale service, not giving the products shown in the advertisements and not giving the goods and services after accepting money.

Housewives who are attracted by the beauty of dress materials in advertisement, buy low-quality clothes through online shopping is an example for this bad influence of advertisements. Misleading advertisements to accelerate sale are a curse to consumers.

Question 6.
Compare the functioning of Legal Metrology Department and the District Consumer Disputes Redressal Forum.
Answer:

Legal Metrology Department	District Consumer Disputes Redressal Forum
A department that protects the interest of consumer.	Consumer court at the district level.
Ensures the weights and measures standards	Settles disputes in cases where the compensation claimed does not exceed ₹ 20lakhs.

Question 7.
What all can be included in the seminar paper to be presented in a seminar in the school on World Consumer Day?
Answer:

- Importance of World Consumer Day
- Rights of consumers
- Situations when the consumers are cheated
- Consumer Protection Act
- Consumer Courts
- Institutions and departments to protect the interest of consumers
- intervention of the society
- Importance of consumer education

Question 8.
How will you intervene in the consumer disputes in your locality?
Answer:

- Empower consumers by forming consumer organization.
- Organise classes by experts on consumer awareness.
- Public interest litigation.
- Distribute pamphlets on the topic.

Question 9.
We visit many institutions to satisfy our requirements. Write examples.
Answer:

- Purchasing vegetables for cooking food
- To avail treatment for diseases.
- To avail education
- To buy clothes
- To travel to many places

Question 10.
List the goods and services, that we consume.
Answer:

Goods	Services
Food items Clothes Construction goods Vehicles Ornaments Footwears Electronic items	Healthcare Education Transportation Communication Banking Insurance Storing

Question 11.
Today we are in a situation where even air and water have to be paid for. What are the reasons?
Answer:

- Scarcity of resources
- Increase in wants
- Difference in quality
- Shortage in production

Question 12.
What does the consumer expect while purchasing products and using services?
Answer:

- Quality
- Fair price
- Reliability
- After-sale services

Question 13.
Write the problems faced by consumers in the market.
Answer:

- Charging excess price
- Selling low-quality goods
- Adulterated goods
- Delay in making services available
- Manipulation in weights and measures

Question 14.
How far are the consumer courts suitable in protecting the rights of consumers? Evaluate.
Answer:

Consumer courts are special judiciary mechanisms for consumer protection in India, formed as per the Consumer Protection Act of 1986. They play important role in ensuring justice to consumers. They settle consumer disputes by various means including ensuring compensation for the consumers. The consumer courts are able to create confidence in the consumers and bring about a qualitative change in their lives.

The consumer courts protect the rights of consumers by giving verdicts for repaying the product, repayment of cash paid or excess amount appropriated, monetary compensation for the loss, direction to rectify the defects in services, stopping harmful trade practices, prohibition of the sale of harmful food items and reimbursement of the expenses incurred in lodging the complaint.

Question 15.
What are the ways in which the intervention of the society can be made possible for consumer satisfaction?
Answer:

- Functioning of consumer organisations
- Consumer awareness
- Public interest litigation
- Distributing pamphlets

Question 16.
What are the ways by which consumer education can be ensured?
Answer:

Awareness programmes Inclusion in the curriculum Observance of National Consumer Day

Question 17.
Write the importance of consumer education.
Answer:

Consumer education makes the consumer aware of his rights. It helps the consumer to acquire information about the products and services (quality, brand, reliability), to consume sensibly as per the wants to make the right choices and to make him capable of intervening in consumer disputes. The consumer acquires the following habits through consumer education:

- Ask for the bill for every purchase made.
- Make sure that the weights and measures are accurate.
- Make sure while purchasing packed items that the name of the product, date of packing, expiry date, weight, prize, etc. are stated.
- Note the symbols representing the standard of the products.
- In short, consumer education helps consumers as follows:
- To develop the ability to decide and choose intelligently.
- To demand safe, reliable and quality products at a reasonable price.
- To be alert, well informed and vigilant against corrupt practices in the market.
- To take suitable action when faced with a problem.

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