

## CHAPTER-V

# CONSUMER RIGHTS

### 2MARKS QUESTIONS

#### **Question 1.**

**Which cases does the district level court deal with?**

**Answer:**

The district level court deals with cases involving claims upto ₹ 20 lakhs.

#### **Question 2.**

**A shopkeeper insists that you buy a guide with your NCERT Textbook. Which right of the consumer is being violated here?**

**Answer:**

Right to choose.

#### **Question 3.**

**In which court a consumer should file a case if he/she is exploited in the market?**

**Answer:**

Consumer Court

#### **Question 4.**

**What was the main cause of the rise of the consumer movement?**

**Answer:**

The consumer movement grew out of consumers' dissatisfaction due to unfair trade practices of sellers.

**Question 5.**

**Mention two ways in which consumer ignorance can cause their exploitation?**

**Answer:**

1. Consumers may not be careful in looking at the quality of the products or guarantee of the products and services. They do not bother about the warranty card.
2. They may not bother to buy quality marked products (such as ISI, Agmark).
3. They may not bother to take the cash memo without which they cannot make complaints or get redressal.

**Question 6.**

**Hallmark is the certification maintained for standardization of which type of products?**

**Answer:**

Jewellery

**Question 7.**

**When is 'National Consumers Day' celebrated in India?**

**Answer:**

National Consumers Day is celebrated every year on 24<sup>th</sup> December.

**Question 8.**

**Which certification is maintained for standardization of electrical goods?**

**Answer:**

ISI

**Question 9.**

**Which one of the following is the certification maintained for standardization of edible goods?**

**Answer:**

ISI

**Question 10.**

**Which logo would you like to see for purchasing electrical goods?**

**Answer:**

ISI

**Question 11.**

**Suppose your parents want to purchase Gold jewellery along with you; then which logo will you look for on the jewellery?**

**Answer:**

Hallmark, is the logo to look for while purchasing Gold jewellery.

**Question 12.**

**Why was the Consumer Protection Act enacted by the Indian Parliament?**

**Answer:**

The Consumer Protection Act was enacted by the Indian parliament in 1986 to protect the consumers from unfair trade practices and retain interest of consumers.

**Question 13.**

**Suppose you have to buy a packed bottle for drinking water in your journey. Which logo will you like to see to be sure about its quality?**

**Answer:**

Indian Standard Instrument (ISI) issued by Ministry of Agriculture.

**Question 14.**

**If any damage is done to a consumer by a trader, under which consumer right one can move to consumer court to get compensation?**

**Answer:**

Right to seek redressal. The consumers can seek redressal against trade practices of exploitation and have the right to fair settlement of the genuine grievances.

## **4 MARKS QUESTIONS**

### **Question 1.**

**‘Governments initiate schemes and programmes to alleviate the suffering of the poor and meet their basic needs.’**

**Answer:**

1. Identify the fundamental right which is related to the Statement.
2. But poverty remains in the country. What could be the reason for such a situation?

**Answer:**

1. Right to Equality
2. The situation of poverty remains unchanged despite government's initiatives because every citizen does not participate directly in competitive politics and the problems and need of the public, especially the poor are not duly represented. People may not have the desire, the need or the skill to take part in direct political activity other than voting. Sometimes people act together without forming any organization, which indirectly helps people to reach the government to listen to their demand or point of view.

**Question 2.**

**Explain the ‘Right to seek redressal’ with an example.**

**Or**

**Explain with an example how you can use the right to seek redressal.**

**Answer:**

Right to seek redressal:

1. The consumers can seek redressal against trade practices of exploitation and have the right to fair settlement of the genuine grievances.
2. He has a right to get compensation from a manufacturer/trader if he is harmed. The consumer can seek redressal through Consumer Courts functioning at district, state and national levels.

Example: Mahesh sent a money order to his village for his mother’s medical treatment. The money did not reach his mother at the time when she needed it and reached months later. Mahesh, thus filed a case in the district level consumer court to seek redressal.

### **Question 3.**

**How do 'Consumer Protection Councils' help consumers? Explain three ways.**

**Answer:**

The consumer movement led to the formation of various organizations locally known as 'Consumer forums'. These are voluntary organizations.

1. They guide consumers on how to file cases in the consumer courts.
2. They represent consumers in the consumer courts.
3. These voluntary organizations receive financial support from the government for creating awareness among the consumers.

### **Question 4: Mention a few factors which cause the exploitation of consumers.**

**Answer:** Exploitation of consumers is caused by a variety of factors. Producers are always looking for easy ways to increase profits. Adulterated or low-quality goods have fewer production costs, and if the consumer is unaware or illiterate, it is easy to cheat him/her. Also, shopkeepers brush off their responsibility by claiming that the manufacturer is to blame. Consumers feel helpless in this situation. Often, when the consumers are known not to check the retail price of a commodity on its packing, sellers add extra charges to the same. In places where there is no awareness of consumer rights and the COPRA, consumer exploitation is rampant.

**Question 5: What is the rationale behind the enactment of Consumer Protection Act 1986?**

**Answer:**

The rationale behind the enactment of Consumer Protection Act 1986 (COPRA) was to protect the interests of the consumers because there are no legal formalities for filing the complaint. A consumer need not employ a lawyer or professional for legal assistance. He himself can plead the case in a consumer court. A person can make a complaint to consumer court on a plain paper along with supporting documents such as guarantee or warrantee card, cash memo etc.

**Question 6: Describe some of your duties as consumers if you visit a shopping complex in your locality.**

**Answer:**

Some of my duties as a consumer if I visit a shopping complex include checking expiry dates of the products I wish to purchase, paying only the maximum retail price printed on the goods, preventing shopkeepers from duping me with defective products, and registering a complaint with a consumer forum or court in case a seller refuses to take responsibility for an adulterated or flawed product.



**Question 7: Suppose you buy a bottle of honey and a biscuit packet. Which logo or mark you will have to look for and why?**

**Answer:**

While buying a bottle of honey or a biscuit packet, the logo or mark one will have to look for is ISI or Agmark. These are logos certifying the quality of goods in the market. Only those producers are allowed to use these marks who follow certain quality standards set by the organisations issuing these certifications. Thus, if a bottle of honey or a biscuit packet has one of these logos on it, then it implies that the product is of good quality.

**Question 8: What legal measures were taken by the government to empower the consumers in India?**

**Answer:**

**The following legal measures were taken by the government to strengthen the consumers in India :**

- Consumer Protection Act popularly known as COPRA was enacted in 1986. It was amended in 1991 and 1993.
- In October 2005, Right to Information Act was enacted. This enables citizens to have all the information about the functions of government departments. The citizens have the right to know the particulars of goods and services they purchase.

**Question 9: Mention some of the rights of consumers and write a few sentences on each?**

**Answer:**

Some of the rights of consumers include the right to be informed, the right to choose, the right to seek redressal and the right to representation in consumer courts. Under the RTI Act of 2005, consumers can now even get information regarding the working of government departments. The right to choose allows a consumer to choose if he wishes to continue or discontinue the use of a service he purchased. The right to seek redressal permits a consumer to complain against unfair trade practices and exploitation.

**Question 10: By what means can the consumers express their solidarity?**

**Answer:**

The consumers can express their solidarity by forming consumer awareness organisation which may get representation in various committees formed by the government. There should be consumer's active involvement to protect the interest of all the consumers.

**Question 11: Critically examine the progress of the consumer movement in India?****Answer:**

The consumer movement in India has evolved vastly since it began. There has been a significant change in consumer awareness in the country. Till the enactment of COPRA in 1986, the consumer movement did not bear much force, but ever since its inception, the movement has been empowered substantially. The setting up of consumer courts and consumer groups has been a progressive move. However, in contemporary India, the consumer redressal process is quite complicated, expensive and time-consuming. Filing cases, attending court proceedings, hiring lawyers, and other procedures make it cumbersome. In India, there are over 700 consumer groups of which, unfortunately, only about 20-25 are well-organized and functioning smoothly.

**Question 12.**

**Describe the conditions in which markets do not work in a fair manner.**

**Answer:**

Markets do not work in fair manner when:

- producers are few and powerful;
- consumers are numerous and purchase in small amounts and are scattered;
- large companies producing these goods having huge wealth; power and reach manipulate the market in various ways; and
- consumers are misinformed through the media and are unaware of their rights.

## **7MARKS QUESTIONS**

**Question 1: Why are rules and regulations required in the marketplace? Illustrate with a few examples.**

**Answer:**

**Rules and regulations are required in the market place due to the following reasons :**

1. The consumers are exploited by the shopkeepers and traders in different ways such as less weight or measurement, more price, adulterated and defective goods.
2. In case of a complaint regarding a good or service, the shopkeeper or trader tries to avoid any responsibility. The seller tries to shift all the responsibility onto the buyer as if the seller has no responsibility once a sale is completed.
3. Sometimes producers are few and powerful while the consumers purchase in small amounts and are scattered. Big companies with huge wealth manipulate the market in many ways.
4. At times false information is passed on through the media, and other sources to attract consumers. For example, a company for years sold powder milk for babies all over the world as the most scientific product claiming this to be better than mother's milk. It took years of struggle before the company was forced to accept that it had been making false claims. Similarly a long battle was fought with the cigarette manufacturing companies to accept that their product could cause cancer. Hence there is a need for rules and regulations to ensure protection for consumers.

**Question 2: What factors gave birth to the consumer movement in India? Trace its evolution?**

**Answer:**

The factors that gave birth to the consumer movement in India are manifold. It started as a “social force” with the need to protect and promote consumer interests against unfair and unethical trade practices. Extreme food shortages, hoarding, black marketing and adulteration of food led to the consumer movement becoming an organised arena in the 1960s. Till the 1970s, consumer organisations were mostly busy writing articles and holding exhibitions.

More recently, there has been an upsurge in the number of consumer groups who have shown concern towards ration shop malpractices and overcrowding of public transport vehicles. In 1986, the Indian government enacted the Consumer Protection Act, also known as COPRA. This was a major step in the consumer movement in India.

**Question 3: Explain the need for consumer consciousness by giving two examples.**

**Answer:**

Two examples are Reji's suffering and Amritha's waiting. In case of Reji, a hospital, due to negligence of the doctors and staff in giving anaesthesia, crippled him for life. In case of Amritha, an engineering graduate, after attending an interview for job, did not receive any news of the result. In both the cases, they were conscious of their rights. Reji's father filed a complaint in the State Consumer Disputes Redressal Commission claiming compensation of ₹ 5 lakh for medical negligence and deficiency in service.

The State Commission dismissed his case but he appealed again in the National Consumer Disputes Redressal Commission, New Delhi. The National Commission in its decision held hospital responsible for medical negligence and directed to pay the compensation. In case of Amritha, she filed an application under RTI Act to know the result. She soon got her call letter for appointment. Thus, there is a need for consumer consciousness to protect their interests successfully.

**Question 4.**

**How have markets been transformed in recent years?**

**Explain with examples.**

**Answer:**

The initial aspect of unequal situations in a market and poor enforcement of rules and regulations have now seen a transformation in the market in recent years.

1. The transformation of markets in recent years has come because of legal institutions helping consumers in getting compensated and upholding their rights as consumers.
2. The awareness of being a well-informed consumer which arose out of consumer movement has also shifted the responsibility of ensuring quality of goods and services on the sellers.
3. The producers in the market need to strictly follow the required safety rules and regulations. The manufacturer in the market is now required to display information about the ingredients used, price, batch number, date of manufacture, expiry date and the address of the manufacturer.

For example, pressure cookers have safety valves and manufacturers have to ensure its high quality. While buying medicines the 'directions for use' and information relating to side effects and risk associated with its usage are to be mentioned on the packets.

**Question 5: Say True or False.**

- 1. COPRA applies only to goods.**
- 2. India is one of the many countries in the world which has exclusive courts for consumer redressal.**
- 3. When a consumer feels that he has been exploited, he must file a case in the District Consumer Court.**
- 4. It is worthwhile to move to consumer courts only if the damages incurred are of high value.**
- 5. Hallmark is the certification maintained for standardisation of jewellery.**
- 6. The consumer redressal process is very simple and quick.**
- 7. A consumer has the right to get compensation depending on the degree of the damage.**

**Answer:**

1. False
2. True
3. True
4. True
5. True
6. False
7. True



**Question 6.**

**How did consumer movement originate as a ‘social force’ in India?**

**Or**

**“The consumer movement arose out of dissatisfaction of the consumers”. Justify the statement with arguments.**

**(2016 OD)**

**Answer:**

The consumer movement as a ‘social force’ originated with the necessity of protecting and promoting the interests of consumers against unethical and unfair trade practices of the producers and sellers.

1. Rampant food shortages, hoarding, black marketing and adulteration of food and edible oil gave birth to the consumer movement in an organized form in the 1960s.
2. In the early phase, consumer organizations were mainly engaged in writing articles and holding exhibitions. They formed groups to look into malpractices in ration shops and overcrowding in road passenger transport.
3. Because of all these efforts, the movement succeeded in putting pressure on business firms and the government to change their unfair ways.

As a result of all this, a major step was taken by the Indian Government in 1986. It enacted the Consumer Protection Act, 1986, which popularly came to be known as COPRA.

**Question 7.**

**Explain with suitable examples meaning of ‘Right to Information’ as provided under the Consumer Protection Act.**

**Answer:**

Consumers have the right to know what kind of goods they are buying in order to save themselves from exploitation at the hands of shopkeepers and producers.

1. This includes quality, quantity, potency, purity, standard and price of goods and date of expiry (in the case of drugs).
2. Detailed information about ingredients used, date of manufacture and the address of the manufacturer should be available to consumers, particularly in the case of drugs (regarding its use and side-effects, if any).
3. In the case of a garment, washing instructions should be available. Electrical goods must have information regarding their use.

Without this information the consumers cannot complain and ask for compensation or replacement if the bought product proves to be defective in any manner.

In recent years, the right to information has been expanded to cover various services provided by the government by The RTI (Right to Information) Act 2005. This Act ensures citizens’ right to relevant information about the functioning of government departments.

### **Question 8.**

**Analyse with a suitable example the meaning of right to choose provided under the Consumer Protection Act.**

#### **Answer:**

Any consumer who receives a service in whatever capacity, regardless of age, gender and nature of service, has the right to choose whether to continue to receive the service. The right to choose in the simplest sense is the consumer's right:

1. To buy any brand of a good (soap, cooking oil etc.) and not be forced to buy only what a monopolist produces.
2. The right to choose is even more extensive than this, even after the consumer has bought a good and then finds out that it is not of the quality claimed for it, he/she has the right to return the good and choose another brand.
3. In a modern economy the right to choose has been further extended into all kinds of services including education. If your child is admitted to a school and you find that the school is not giving your child the kind of education it had promised, you should have the right to withdraw your child and seek admission in another school without losing the money you had spent as admission fee, annual fee etc. all over again.

**Question 9.**

**Analyse any three reasons for the beginning of the consumer movement in India.**

**Answer:**

The consumer movement as a 'social force' originated with the necessity of protecting and promoting the interests of consumers against unethical and unfair trade practices of the producers and sellers.

1. Rampant food shortages, hoarding, black marketing and adulteration of food and edible oil gave birth to the consumer movement in an organized form in the 1960s.
2. In the early phase, consumer organizations were mainly engaged in writing articles and holding exhibitions. They formed groups to look into malpractices in ration shops and overcrowding in road passenger transport.
3. Because of all these efforts, the movement succeeded in putting pressure on business firms and the government to change their unfair ways.

As a result of all this, a major step was taken by the Indian Government in 1986. It enacted the Consumer Protection Act, 1986, which popularly came to be known as COPRA.

**Question 10.**

**Analyse the importance of the three-tier judicial machinery under Consumer Protection Act (COPRA), 1986 for redressal of consumer disputes.**

**Answer:**

In the year 1986 the government of India took a major step in the interest of consumers, which resulted in the enactment of Consumer Protection Act popularly known as COPRA. The enactment of COPRA has led to the setting up of separate departments of consumer affairs in central as well as state governments. The COPRA also spells out the rights and duties of a consumer, as well as the rules and regulations, which a producer should follow. It provides a separate three-tier quasi-judicial machinery at the national, state and district levels to deal with consumer grievances and disputes:

1. Under the COPRA, three- tier quasi- judicial machinery at the district, state and national levels was set up for redressal of consumer disputes.
2.
  - The district level court deals with the cases involving claims upto ₹ 20 lakhs.
  - The state level courts deals with cases between ₹ 20 lakhs and ₹ one crore.
  - National level court deals with cases involving claims exceeding one crore.

If the case is dismissed in the district level court the consumer can appeal to the state and then the national level courts

## **Multiple Choice Questions**

**1. Which one of the following logos is used for standardisation of agricultural products?**

- (a) I.S.I
- (b) Hallmark
- (c) Agmark
- (d) ISO

**2. In which one of the following courts a consumer should file a case if he/she is exploited in the market?**

- (a) Local court
- (b) State court
- (c) Supreme court
- (d) Consumer court

**3. Hallmark is used as a logo for which one of the following?**

- (a) Agricultural products
- (b) Jewellery
- (c) Electrical goods
- (d) Electronic goods

**4. On which one of the following items is I.S.I. used as a logo?**

- (a) LPG Cylinder
- (b) Jewellery
- (c) Gold
- (d) Agricultural products

**5. For which of these products does it become mandatory for the producer to get certified?**

- (a) Fruits
- (b) Telephones
- (c) LPG Cylinders
- (d) Cigarettes

**6. The district court deals with the cases involving claim up to .....**

- (a) ₹ 1 crore
- (b) ₹ 40 lakhs
- (c) ₹ 30 lakhs
- (d) ₹ 20 lakhs

**7. The district level consumer court deals with the cases involving claims**

- (a) upto 20 lakhs
- (b) upto 15 lakhs
- (c) upto 1 crore
- (d) upto 25 lakhs

**8. Which of the following rights related to availing details of ingredients of a product?**

- (a) Right to safety
- (b) Right to choose
- (c) Right to be informed
- (d) Right to represent

**9. In which one of the following years was the Right to Information Act Implemented?**

- (a) 2004
- (b) 2005
- (c) 2006
- (d) 2007

**10. The district level court deals with the cases involving claims:**

- (a) upto ₹10 lakhs
- (b) upto ₹20 lakhs
- (c) between ₹20 lakhs to ₹1 crore
- (d) exceeding ₹1 crore

**11. When did the United Nations adopt the guidelines for consumer protection?**

- (a) 1983
- (b) 1984
- (c) 1985
- (d) 1986

**12. Which one of the following statements is false?**

- (a) The consumer has a right to represent in the Consumer Court.
- (b) The consumer redressal process is very simple and very quick.
- (c) Hallmark is the certification maintained for standardisation of jewellery.
- (d) The consumer has the right to be informed.



**13. In the market place rules and regulations are required for the protection of the**

- (a) Sellers
- (b) Suppliers
- (c) Consumers
- (d) Owners

**14. In India, the consumer movement as a ..... originated with the necessity of protecting and promoting the interests of consumers against unethical and unfair trade practices.**

- (a) Cultural force
- (b) Social force
- (c) Economic force
- (d) Political force

**15. Rampant food shortages, hoarding, black marketing gave birth to the consumer movement in an organized form in the year**

- (a) 1947s
- (b) 1970s
- (c) 1960s
- (d) 1965s

**16. At International level, this has become the foundation for the consumer movement**

- (a) Consumers International
- (b) COPRA
- (c) Consumers Forum
- (d) None of the above

**17. A major step taken in 1986 by the Indian government was the enactment of**

- (a) RTI Act
- (b) Consumer Protection Act.
- (c) Consumer Movement
- (d) Consumer Courts

**18. In case of Reji Mathew, he suffered due to improper anesthesia which resulted in brain abnormalities. Who was held responsible by the National Commission after locking into a complaint ?**

- (a) Father
- (b) Mother
- (c) Hospital
- (d) Patient himself

**19. Because of this right, rules have been made so that the manufacturer displays all the information relating to the commodity**

- (a) Right to choose
- (b) Right to be heard
- (c) Right to seek redressal
- (d) Right to be informed

**20. In October 2005, the Government of India enacted a law known as**

- (a) Right to Choose Act
- (b) Right to Information Act.
- (c) COPRA
- (d) Public Distribution System

**21. A student who has paid lumpsum fee for course of three years to a coaching institute, now decides in between to discontinue that institute due to lack of quality of teaching. Can this student get a proportionate amount of fee refunded as per the law?**

- (a) No
- (b) Yes
- (c) May or May Not
- (d) None of them

**22. Consumers have the right to be protected against any danger caused by goods like electrical goods and pressure cookers. The right referred here is**

- (a) Right to seek redressal
- (b) Right to be heard
- (c) Right to safety
- (d) Right to consumer education

**23. Manufacturer should not use aggressive selling techniques to sell a particular product without giving the consumer a chance to select from alternative products available. Which right is mentioned here?**

- (a) Right to safety
- (b) Right to choose
- (c) Right to heard
- (d) Right to be informed

**24. Which right of consumer is violated if the consumers are not allowed to get their claims settled against the manufacturer in case they are cheated or exploited?**

- (a) Right to seek redressal
- (b) Right to choose
- (c) Right to be heard
- (d) None of them

**25. Consumer movement in India has led to the formation of various organizations locally known as**

- (a) Consumer Protection Council
- (b) COPRA
- (c) Resident Welfare Association (RWA)
- (d) None of them

**26. Consumer Forums guide consumers on how to file cases and represent individual consumers in the consumer court. Is this statement true?**

- (a) No
- (b) May or May Not
- (c) Yes
- (d) Never

**27. Under COPRA, a ..... quasi-judicial machinery was set up for redressal of consumer disputes.**

- (a) Two-tier
- (b) Three-tier
- (c) Four-tier
- (d) Five-tier

**28. State-level court deals with the cases involving claims between**

- (a) ₹ 1 to 20 lakhs
- (b) ₹ 1 Crore and above
- (c) ₹ 20 lakhs to ₹ 1 Crore
- (d) Any amount

**29. Logos and certification which help consumers get assured of quality while purchasing the goods and devices are**

- (a) ISI
- (b) Agmark
- (c) Hallmark
- (d) All of them

**30. National Consumers' Day in India is observed on**

- (a) 24 December
- (b) 14 December
- (c) 14 January
- (d) 31 December

**31. World Consumers Rights Day is celebrated on**

- (a) Jan 15
- (b) Feb 15
- (c) March 15
- (d) Jan 1

**32. The organization which sets standards of products at the International level**

- (a) ISO
- (b) COPRA
- (c) Agmark
- (d) BIS

### 33. Organisation which sets International food standards

- (a) Consumer International
- (b) Codex Alimentarius Commission
- (c) ISO
- (d) COPRA

### ANSWERS

#### Multiple Choice Questions

- |         |         |         |         |         |         |         |         |         |
|---------|---------|---------|---------|---------|---------|---------|---------|---------|
| 1. (c)  | 2. (d)  | 3. (b)  | 4. (a)  | 5. (c)  | 6. (d)  | 7. (a)  | 8. (c)  | 9. (b)  |
| 10. (b) | 11. (c) | 12. (b) | 13. (c) | 14. (b) | 15. (c) | 16. (a) | 17. (b) | 18. (c) |
| 19. (d) | 20. (b) | 21. (b) | 22. (c) | 23. (b) | 24. (a) | 25. (a) | 26. (c) | 27. (b) |
| 28. (c) | 29. (d) | 30. (a) | 31. (c) | 32. (a) | 33. (b) |         |         |         |

**Fill in the blanks in the following:**

**Q1 Availing details of ingredients of a product refers to \_\_\_\_\_.**

**Ans** Right to information

**Q2 Certification of edible oils and cereals is given by \_\_\_\_\_.**

**Ans** Agmark

**Q3 District Consumer Court deals with \_\_\_\_\_.**

**Ans** Consumer cases

**Q4 Global level institution of consumer welfare organisation is \_\_\_\_\_.**

**Ans** Consumers International

**Q5 \_\_\_\_\_ is an agency that develops standards for goods and services.**

**Ans** Bureau of Indian Standards

**Q6 If you want to extract information about the functions of any government department, you can exercise \_\_\_\_\_.**

**Ans** Right to Information

**Q7 Rampant food shortages, hoarding, black marketing, adulteration of food and edible oil gave birth to \_\_\_\_\_ in an organised form in the 1960s.**

**Ans** consumer movement

**Q8 \_\_\_\_\_ are organisations for consumers to keep them aware of their rights, responsibilities and how to raise their grievances**

**Ans** Consumer forums



**Q9 India has been observing \_\_\_\_\_ as the 'National Consumers Day'**

**Ans** 24th December

**Q10 If any damage is done to a consumer by a trader, the consumer can move to the court and get compensation under- \_\_\_\_\_.**

**Ans** Right to seek redressal

## **consumer rights summary**

Certainly! Here's a summary of consumer rights suitable for 10th-grade students:

### **Consumer Rights:**

#### **1. Definition of Consumer Rights:**

- Consumer rights refer to the rights and protections that consumers are entitled to when purchasing goods and services to ensure fair and ethical treatment by sellers.

#### **2. The Right to Safety:**

- Consumers have the right to expect that the products and services they purchase are safe for use and consumption.
- This includes protection from hazardous goods and services that may pose a threat to health or life.

#### **3. The Right to Information:**

- Consumers have the right to receive accurate and complete information about the products and services they intend to purchase.
- This involves transparent and clear communication about the features, ingredients, pricing, and terms of use.

#### **4. The Right to Choose:**

- Consumers have the right to choose from a variety of products and services at competitive prices.
- Monopolistic practices and unfair trade practices that limit choices are discouraged.

### **5. The Right to be Heard:**

- Consumers have the right to voice their complaints, concerns, and grievances about products and services.
- Mechanisms for redressal, such as consumer forums and helplines, provide consumers with a platform to be heard.

### **6. The Right to Redressal:**

- Consumers have the right to seek compensation, replacement, or refund for faulty goods and substandard services.
- Consumer forums and courts are established to handle cases related to consumer disputes.

### **7. The Right to Consumer Education:**

- Consumers have the right to be educated about their rights and responsibilities.
- Awareness programs and educational initiatives aim to empower consumers with the knowledge to make informed choices.

### **8. The Right to a Healthy Environment:**

- Consumers have the right to live and work in an environment that is not harmful to their health or well-being.
- This includes the right to be informed about the environmental impact of products and services.

## **9. Responsibilities of Consumers:**

- Alongside rights, consumers also have responsibilities such as being informed, making wise choices, and using products and services responsibly.

## **10. Consumer Protection Laws:**

- Various laws, such as the Consumer Protection Act, aim to safeguard the rights of consumers and provide legal recourse in case of violations.

## **11. Consumer Awareness and Advocacy:**

- Consumer organizations and advocacy groups play a crucial role in raising awareness, conducting campaigns, and ensuring the enforcement of consumer rights.

Understanding consumer rights is essential for individuals to make informed choices, protect themselves from exploitation, and contribute to a fair and ethical marketplace. It empowers consumers to demand quality products and services while holding businesses accountable for ethical practices.