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CLASS - X-C

ROLL No. - 08

SUBJECT - ECONOMICS
PROJECT FILE

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CONSUMER

A person who purchases goods and services for personal use is called consumer.

CONSUMER AWARENESS

Consumer awareness is an act of making sure the buyer or consumer is aware of the information about products, goods, services and consumers rights.

Consumer awareness is important so that buyer can take the right decision and make the right choice.

RIGHTS

Rights are legal, social or ethical principles of freedom or entitlement.

The freedom given to a person from the birth time is called rights.

CONSUMER RIGHTS

Consumer rights are generally reference to a body of law that pertains to things the producer of goods

must do to protect consumers from harm. These laws have come to existence through a series of legal disputes and have been shaped by the results of those cases.

TYPES OF CONSUMER

RIGHTS

(1) Right To Safety

This is the first and the most important of the Consumer Rights. They should be protected against the product that hampers their safety. The protection must be against any product which could be hazardous to their health - Mental, Physical or many of the other factors.

(2) Right To Information

They should be informed about the product. The product packaging should list the details which should be informed to the consumer and they should not hide the same or provide

false information.

(3) Right To Choose

They should not be forced to select the product. A consumer should be convinced of the product he is about to choose and should make a decision by himself. This also means consumer should have a variety of articles to choose from. Monopolistic practices are not legal.

(4) Right To Heard

If a consumer is dissatisfied with the product purchased then they have all the right to file a complaint against it. And the said complaint cannot go unheard, it must be addressed in an appropriate time frame.

(5) Right To Seek Redressal

In case a product is unable to ~~star~~ satisfy the consumer then they have the right to get the product replaced, compensate, return the amount invested in the product. We have three - tier system of redressal according to the Consumer Protection Act 1986.

(6) Right to Consumer Education

Consumer has the right to know all the information and should be made well aware of the rights and responsibilities of the government. Lack of consumer awareness is the most important problem of our government must solve.

RESPONSIBILITIES

Of A Consumer

The consumer has a certain responsibility to carry as an aware consumer can bring changes in the society and would help other consumers to fight the unfair practice or be aware of it.

- (1) They should be aware of their rights under the Consumer Protection Act and should practice the same in case of need.
- (2) They should be well aware of the product they are buying. Should act as a cautious consumer while purchasing the product.

- (3) If in case a product is found of anything false or not satisfactory a complaint should be filed.
- (4) The consumer should ask for a cash memo while making a purchase.
- (5) A consumer should check for the standard marks that have been introduced for the authenticity of the quality of the product ~~of~~ like ISI or Hallmark etc.

IMPORTANCE OF CONSUMER AWARENESS

- (1) Most important need to understand the use and knowledge of products and services.
- (2) To be informed to make a good purchase.
- (3) For protection and promotion of consumer Rights.

- (4) To never get cheated and misbehaved by sales persons and manufacturers.
- (5) To get respect from Distributors and get resolved the conflicts or any grievance to sellers.

JAGO GRAHAK JAGO

PROGRAMME

Jago Grahak Jago is a type of awareness programme by the government so that people can be aware about all the necessary things. As a citizen there are many such things which every people should know to survive. Sometimes you can be made fraud by someone and therefore you would be cheated. Jago Grahak Jago programme was originated in 2005.

Date

Jago Grahak Jago is a Ministry of consumer protection and social welfare, that are held by the Government of India. The main objective of the consumer awareness is to give the awareness to the consumer's.

The government is using this platform to raise the public awareness through the publish advertising media, sound advertisements and multimedia advertisements to warn the users educate them regarding the project such as the health coverage audit platform.

RIGHTS OF CONSUMER

- Right to Safety
- Right to Information
- Right to Choice
- Right to be Heard
- Right to Seek Redressal
- Right to Consumer Education
- Right to Basic Needs
- Right to Healthy Environment







15th March
World Consumer Rights
Day



Demand Your Rights

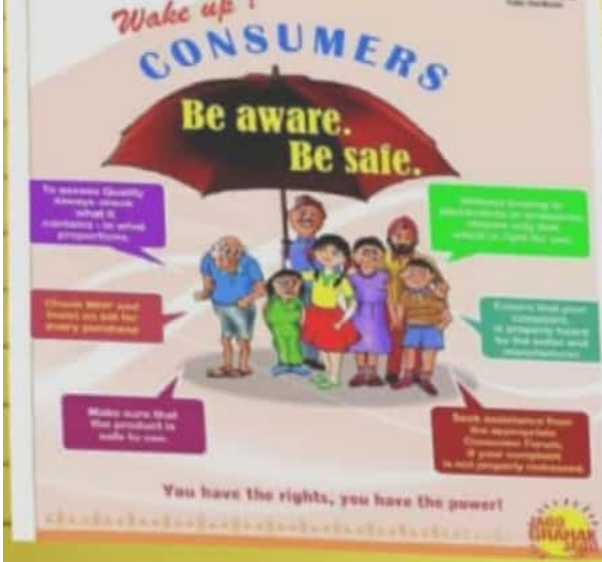
Focus On Quality



Consumer Be Alert, Stay Safe

Buy It Right

Assert Your Rights,
Pursue Remedies



BIBLIOGR

Google Chrome

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Firefox