



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

Answer: Legal measures taken by the government to empower consumers in India are plenty. First and foremost being the COPRA in 1986. Then, in October 2005, the Right to Information Act was passed, ensuring citizens all information about the functioning of government departments. Also, under COPRA, a consumer can appeal in state and national courts, even if his case has been dismissed at the district level. Thus, consumers even have the right to represent themselves in consumer courts now.

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: Consumers can express their solidarity by forming consumer groups that write articles or hold exhibitions against traders' exploitation. These groups guide individuals on how to approach a consumer court, and they even fight cases for consumers. Such groups receive financial aid from the government to create public awareness. Participation of one and all will further strengthen consumer solidarity.

Question 11: Critically examine the progress of 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-organised and functioning smoothly.

Question 13: Say True or False.

- (i) COPRA applies only to goods.
- (ii) India is one of the many countries in the world which has exclusive courts for consumer redressal.
- (iii) When a consumer feels that he has been exploited, he must file a case in the District Consumer Court.
- (iv) It is worthwhile to move to consumer courts only if the damages incurred are of high value.

(v) Hallmark is the certification maintained for standardisation of jewellery.

(vi) The consumer redressal process is very simple and quick.

(vii) A consumer has the right to get compensation depending on the degree of the damage.

Answer:

(i) False

(ii) True

(iii) True

(iv) True

(v) True

(vi) False

(vii) True

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