

Consumer Protection

1. Read the following statements : Assertion (A) and Reason (R). Choose the correct alternative from the options given below : (2024)

Assertion (A) : Many enlightened business firms have set up their own consumer service and grievance cells.

Reason (R) : The consumer has a right to file a complaint and to be heard in case of dissatisfaction with a good or service.

(A) Both Assertion (A) and Reason (R) are true and Reason (R) is the correct explanation of Assertion (A).

(B) Both Assertion (A) and Reason (R) are true, but Reason (R) is not the correct explanation of Assertion (A).

(C) Assertion (A) is true, but Reason (R) is false.

(D) Assertion (A) is false, but Reason (R) is true.

Ans. (A) Both Assertion (A) and Reason (R) are true and Reason (R) is the correct explanation of Assertion (A).

2. Ayush and Rhea were passionate about sustainable agriculture and healthy living. They wanted to start a business selling organic produce. They had a small farm in a rural area where they began growing fresh organic produce and herbs.

In the beginning, they faced challenges in marketing their organic products. They realized that their high quality produce needed better presentation and a strong identity to stand out in a competitive market.

They named the business 'Earthy Store' which indicated the products' benefits and qualities and reflected the values of the business - sustainability and health. They chose a 'logo' that incorporated elements of nature and used earthy colours to convey their organic commitment. They designed and developed eco-friendly biodegradable bags and reusable containers to courier their products to the customers. They also added personal touch by including handwritten notes in each bag.

They also designed and developed product stickers with detailed information about organic certification, nutritional benefits, date of manufacture, date of expiry, etc. The stickers so developed were put on the bags and reusable containers for customers convenience.

'Earthy Store' created a user-friendly website and established strong media presence to inform potential customers about their products and persuading



them to buy the same. Within a couple of months, they had built a loyal customer base which made them earn profits even in a competitive environment. In a year, they were able to secure contracts with local grocery stores and restaurants.

Quoting lines from the above paragraph, identify and explain the three functions of marketing discussed in the above case. (2024)

Ans. Functions of marketing:

(i) Branding:

- Branding is the process of giving a name, term, sign, symbol, design or some combination of them, to the product.

“They chose a 'logo' that incorporated elements of nature and used earthy colours to convey their organic commitment.”

OR

“They named the business 'Earthy Store' which indicated the products' benefits and qualities and reflected the values of the business - sustainability and health”.

(ii) Packaging and Labelling:

- Packaging refers to the act of designing and producing the container or wrapper of a product.
- Labelling refers to designing and developing the label to be put on the package. It may vary from a simple tag to complex graphics.

“They designed and developed eco-friendly biodegradable bags and reusable containers to courier their products to the customers”

OR

“They also designed and developed product stickers with detailed information about organic certification, nutritional benefits, date of manufacture, date of expiry, etc.”

(iii) Promotion:

- Promotion refers to informing the customers about the firm's product, its features, etc. and persuading them to purchase these products.

“Earthy Store' created a user-friendly website and established strong media presence to inform potential customers about their products and persuading them to buy the same.”



Previous Years' CBSE Board Questions

12.1 Concept and Importance of Consumer Protection

VSA (1 mark)

1. On which type of products is ISI mark used?

(AI 2014 C)

2. 'The consumer has a right to acquire knowledge and to be a well-informed consumer throughout life. State what type of knowledge is required by the consumer in the above stated 'Right'.

(AI 2014 C)

SA II (4 marks)

3. What is meant by Consumer Protection? Explain any two points of importance of consumer protection from the consumers' point of view.

(2023)

4. Explain any four points of importance of consumer protection from the point of view of business.

(NCERT, AI 2015)

12.2 Consumer Protection Act 2019: Meaning of Consumer, Rights and Responsibilities of Consumers, Who Can File a Complaint?, Redressal Machinery, Remedies Available.

MCQ

5. Who among the following is not considered a consumer under the Consumer Protection Act, 1986?

(a) A person who buys any goods for a consideration which has been paid.

(b) A person who avails of any service for a consideration which has been promised.

(c) A person who avails of a service for a commercial purpose.

(d) Any user of goods when such use is made with the approval of the buyer.

(2020 C)

6. Aarushi purchased a pack of biscuits. When she opened it, she felt the biscuits were stale. She carefully read the label on the pack of biscuits which mentioned:



"If you are not satisfied with the product quality, write to our Customer Care Cell at Bell Foods Pvt. Ltd. B/321, Jalandhar, Punjab." The biscuit company has set up its own consumer service and grievance cell to promote and protect the following right:

- (a) Right to Safety
 - (b) Right to be Heard
 - (c) Right to be Informed
 - (d) Right to Consumer Education
- (2020 C)**

7. The package of KRM Rawa Idli Mix describes the procedure of cooking idlis in three easy steps. It also specifies its ingredients, instructions for storage and serving.

The function performed by the label in the above case is:

- (a) Describing the product and specifies its contents.
- (b) Identification of the product or brand.
- (c) Helping in promotion of products.
- (d) Providing information required by law.

(2020 C)

VSA (1/2 mark)

8. Vivek purchased a bike from Samath Automobiles with a written guarantee to repair or replace, if necessary, within six months or 5,000 kms of distance travelled whichever is earlier. After covering the distance of 400 kms in two months, the gears of the bike started giving problems. Vivek took the bike to the dealer who refused to listen to his complaint. He was confused about what he should do.

Suggest the rights that Vivek may exercise in the above case.

(Term-11, 2021-22)

9. State any two reliefs available to the consumer if the consumer court is satisfied about the genuineness of the complaint.

(Delhi 2019)

10. Give the constitution of the District Consumer Disputes Redressal Forum under the Consumer Protection Act, 2019.

(AI 2018)

11. Manuj bought a packet of chips from a local shopkeeper and found that the ingredients given on the label were not legible. He complained about it to the company. The company sent a written apology stating that, they will make sure

that existing packets are withdrawn from the market and new packets with legible labels are soon made available.

State the consumer right which Manuj exercised.

(Delhi 2016, AI 2016)

12. On Sonika's birthday her mother gave her a pair of gold ear-rings. After one month, Sonika observed that the ear-rings are losing their shine. She checked the mark on the ear-ring and found that it was not a proper Hallmark and her mother had been cheated by the shopkeeper. So, she filed a complaint in the district forum which rejected it. Not satisfied by the decision of district forum, she was very much disturbed and after two months decided to appeal further.

Can Sonika appeal against the decision of the district forum? Give reason in support of your answer.

(Delhi 2015)

13. Himanshu purchased a new car from 'Galaxy Motors' for 25 lakh. He was offered free insurance for the first year and three free servicing to be availed after the car had covered 5,000 km, 10,000 km and 15,000 km respectively. When Himanshu took the car for the first free servicing, he was told that the car was not new and first service had already been availed on this car. He felt cheated and filed a complaint in the state commission. Being not satisfied with the decision of the state commission, after two months he decided to file an appeal against it.

Can Himanshu appeal against the decision of the state commission? Give reason in support of your answer.

(AI 2015)

14. On the eve of Diwali, Ravi purchased two kilograms of sweets from Nandan Sweets. On consumption of sweets, his wife fell sick and had to be hospitalised. Ravi wanted to file a case in the consumer forum but could not do so because he did not have any proof of buying the sweets from Nandan Sweets. Name the document that Ravi could have obtained for filing the complaint in the consumer forum.

(Delhi 2015 C)

15. On the eve of Diwali, Kalpana purchased two kilograms of sweets from Koyal sweets. On consumption of sweets, her two children and husband fell sick and were to be hospitalised. Kalpana wanted to file a case in the consumer forum but could not do so because she did not have any proof of buying sweets from Koyal sweets. What proof could Kalpana have obtained for filing the claim in the consumer court?

(AI 2015 C)



16. How many members are required to constitute 'District Consumer Dispute Redressal Forum'?

(Delhi 2014 C)

17. Beside a 'consumer' name any two parties who can file a complaint before the appropriate consumer forum.

(Delhi 2014 C)

SA II (4 marks)

18. Explain the following rights of a consumer:

(i) Right to choose

(ii) Right to safety.

(2023)

19. Sameeksha is a Class-XII student having Business Studies as one of her subjects. After studying 'Consumer Protection' as one of the chapters in Business-Studies, she tried to apply the acquired knowledge while purchasing and using the goods. She is very fond of cooking and always tries new recipes. This time she wants to purchase a 'Bread Maker' to prepare home-made bread. She checked online about the various brands of 'Bread Maker' available in the market and compared their price, so that an intelligent and wise choice can be made. Then she went to a nearby market to buy it. Being an informed consumer, she looked for the Standardization Mark, negotiated the price printed on the label, checked the date of manufacturing and asked for guarantee or warranty of the product.

After satisfying with all the concerned information she purchased the 'Bread Maker' and as a responsible consumer asked for the cash-memo. After coming back home she opened the packaging of the 'Bread Maker' and found an instruction booklet inside. She carefully read all the instructions and operated the Bread Maker step-by-step and succeeded in making nice 'Atta Bread' for her family.

Sameeksha has fulfilled many responsibilities of a consumer while purchasing and using the 'Bread Maker'. State any four responsibilities fulfilled by Sameeksha besides asking for a cash-memo.

(2023)

20. Explain the following rights of consumers as per the Consumer Protection Act, 1986:

(a) Right to be informed

(b) Right to seek redressal.

(2021 C)

21. Sumit purchased an ISI marked washing machine of a famous brand 'MG' from TG Electronics Ltd. The shopkeeper asked him to wait for two days for installation of the machine. His friend, Vivek, was very fond of experimenting with new electronic products. He told Sumit that there is no need to wait for the company's representative to install the machine and that he could do it. So, both of them, installed the machine without following the manufacturer's instructions. Initially, the machine worked effectively and the wash was good. But after two days, the machine started stopping in between the wash cycle. Sumit and Vivek tried their best to start the machine but failed in their efforts. Sumit, therefore, approached TG Electronics Ltd., which refused to provide any service on the plea that the installation of the machine was not done by the company.

(a) State the responsibility which Sumit had to fulfill as an aware consumer to get the services of the company.

(b) Explain briefly any two rights which Sumit could have exercised; had he fulfilled his responsibility identified in part (a).

(AI 2018)

22. What is meant by a 'consumer' as per the provisions of Consumer Protection Act, 2019?

(AI 2016)

23. Explain the following rights of a consumer:

(a) Right to Choose and

(b) Right to Consumer Education.

(Delhi 2015)

24. State any six reliefs available to a consumer under the Consumer Protection Act, 2019. (AI 2014)

LA (5 marks)

25. Explain the following rights of a consumer as per Consumer Protection Act, 2019:

(i) Right to Safety

(ii) Right to Consumer Education.

(Term-11, 2021-22)

26. Explain how the 'District Commission' helps the consumers in redressing their grievances.

(Term-II, 2021-22 C)



27. State any five responsibilities of a consumer as per the Consumer Protection Act, 2019.

(Term-II, 2021-22 C)

28. Indian Youth Organisation (IYO) organised a visit of its members to an old age home to inculcate the habit of social work among them. The visit revealed that the living conditions of the inmates of the old age home were not hygienic. So, the IYO members decided to clean the premises. During their cleanliness drive, they realised that the old age home also required pest control. But some of the inmates of old age home were reluctant for it because they believed that the pest control may create health problems for them. IYO, therefore decided to provide ethical, safe and odourless pest control. They showed to the inmates of old age home a pamphlet of the proposed pest control product which promised easy, inexpensive and long-lasting pest control. The inmates happily agreed and the pest control was carried out. It worked for a fortnight but to their dismay the effect started wearing off. IYO contacted the pest control company which kept on postponing their visit. After waiting for a month, IYO filed a case in the consumer court. The consumer court was satisfied about the genuineness of the complaint and issued necessary directions to the pest control company.

(a) State any six directions that might have been issued by the court.

(b) Also, identify any two values that are being communicated by IYO to the society. (Delhi 2017)

ET (6 marks)

29. Explain the three tier machinery under the Consumer Protection Act for redressal of consumers grievances.

(AI 2015 C)

12.3 Consumer Awareness - Role of Consumer Organisations and Non-Governmental Organisations (NGOs)

SA I (3 marks)

30. State any three functions performed by Non-Governmental Organisations for consumer protection.

(NCERT, Delhi 2016)

SA II (4 marks)

31. Gopal, Mohan and Shyam are three friends having their separate small manufacturing units in an industrial estate. They are hard-working and honest and undertake their respective production activities following the good practices of business. They use good quality raw materials and adopt standardised process. They fix the prices of their products with a reasonable profit margin. But all of

them are worried about the malpractices like manufacturing sub-standard, duplicate and defective goods by the fellow manufacturers. Therefore, they decided to form an organisation with a constitution of its own which is free from government interference. This organisation would encourage consumers to strongly protest and take action against unscrupulous, exploitative and unfair trade practices of sellers.

State three other functions which may be performed by the organisation in addition to those mentioned above. (AI 2019)

LA (5 marks)

32. State any five reliefs available to a customer if the consumer court is satisfied about the genuineness of the complaint. (Term-11,2021-22)

CBSE Sample Questions

12.2 Consumer Protection Act 219: Meaning of Consumer, Rights and Responsibilities of Consumers, Who Can File a Complaint?, Redressal Machinery, Remedies Available.

SA II (4 marks)

1. Mayank purchased a pack of chocolates of a renowned brand for his daughter from a shop in the nearby market. After consuming the chocolates, his daughter fell sick. He filed a case with the district forum against the renowned brand. He lost the case because of a mistake that he could not provide proof of purchase. What should be kept in mind by a consumer while purchasing, using and consuming goods and services apart from avoiding the mistake committed by Mayank, in order to enable him/her to achieve the objective of consumer protection? Enumerate any four points.(2022-23)

2. Explain the following rights of consumers provided by Consumer Protection Act, 2019:

(a) Right to Safety (b) Right to Consumer Education. (2020-21)

LA (5 marks)

3. Enumerate any five rights of a consumer under the Consumer Protection Act, 2019. (Term-II, 2021-22)

4. Enumerate any five responsibilities of a Consumer Protection Act, 2019. (Term-11, 2021-22)

ANSWERS

Previous Years' CBSE Board Questions

1. ISI marks are used on Industrial products.
2. Right to consumer education: Consumer must know the rights and reliefs available to him in case, a product falls short of his expectations.
3. The concept of consumer protection stands for educating the consumer of their rights, safeguarding the interests and the rights of the consumer.

Importance of Consumer Protection from Consumers' point of view:

(i) Consumer ignorance: It has been seen that a large section of our population that includes even the educated are ignorant to their consumer rights and reliefs available to them. It is necessary to educate them.

(ii) Unorganised consumers: Consumers need to be organised in the form of consumer organisations which would take care of their interests. The consumer organisations need to be empowered with authority so that they are more effective.

(iii) Widespread exploitation of consumers: Consumers face unscrupulous, exploitative and unfair trade practices like defective and unsafe products, adulteration, false and misleading advertisement, hoarding, black-marketing etc. Consumers need protection against such malpractices.

4. Importance of consumer protection from the point of view of business:

(i) Long-term interest: It is in the long-term interest of business to satisfy their customers. Satisfied consumers ensure repeat sales and good feedback to prospective customers. Thus, increasing customer base and long-term profits.

(ii) Business uses society's resources: Firms use resources that belong to the society. So, business has the responsibility towards the society to provide such products and services which are in public interest.

(iii) Social responsibility: A business has social responsibilities towards the various interest groups. Consumers are the most important of them. Thus, the business has a social responsibility of making available good quality products at a reasonable price to the consumers.

(iv) Moral justification: It is the moral duty of every business to take care of consumer's interests and not to exploit them.

5. (c): A person who avails of a service for a commercial purpose.

6. (b): Right to be Heard

7. (a): Describing the product and specifies its contents.
8. The right that Vivek may exercise when the dealer of his bike refused to listen to his complaint is:
- (a) Right to be Heard
 - (b) Right to Seek Redressal.
9. Two reliefs available to the consumer if the consumer court is satisfied about the genuineness of the complaint are:
- (i) Repair the defective goods or remove the deficiency in service.
 - (ii) Refund the price that was paid by the consumer for the good or service.
10. The district consumer disputes Redressal forum under the Consumer Protection Act, 2019 consists of a President and two other members, one of whom should be a woman, all appointed by the state government.
11. Right to seek redressal According to this right, consumer has a right to get relief in case of defective goods or services. The consumer protection Act, 2019, provides a number of reliefs including removal of defect, replacement of product, etc.
12. No, Sonika cannot appeal now as the appeal has to be filed within 30 days of passing of the order by the District Forum.
13. No, Himanshu cannot appeal now, as the appeal has to be filed within 30 days of passing of the order by the State Commission.
14. Ravi should have obtained cash memo for filing the complaint in the consumer forum.
15. Kalpana should have obtained cash memo for filing the claim in consumer court.
16. 'District consumer dispute Redressal forum' consists of a president and two other members, one of whom should be a woman.
17. (i) Any registered Consumer's Association.
- (ii) The Central Government or any State Government.
18. (i) Right to choose: The right to choose provides freedom to the consumer to choose the products of this own choice. A variety of products are available in the market at competitive prices. The manufacturer or trader should not use aggressive selling techniques to sell a particular product without giving the consumer a chance to choose from alternative products available.

(ii) Right to Safety: The consumer has a right to be protected against goods and services which are hazardous to life, health and property. For example, electrical appliances which are manufactured with substandard products or do not conform to the safety norms might cause serious injury. Thus, consumers are educated that they should use electrical appliances which are ISI marked as this would be an assurance of such products meeting quality specifications.

19. (i) Sameeksha read labels carefully so that she gets information about prices, net weight, manufacturing and expiry date etc.

(ii) She bought standardised good as they provide quality assurance.

(iii) She was are about various goods available in the market so that an intelligent and wise choice can be made.

(iv) She asserted herself to ensure that she get a fair deal.

20. (a) Right to be informed: The consumer has a right to have complete information about the product he intends to buy such as, ingredients, date of manufacture, price, quantity etc. It is because of this reason that the legal framework in India requires the manufacturers to provide such information on the package and label of the product.

(b) Right to seek redressal : The consumer has a right to get relief in case the product or service falls short of his expectations. The Consumer Protection Act provides relief to customers such as replacement of product, removal of defect in the product, compensation for any loss or injury suffered by the consumer.

21. (a) As an aware consumer, Sumit should have fulfilled the responsibility of following manufacturer's instructions. As in this case, washing machine needs to be installed by company representative but Sumit and his friend Vivek installed it on their own.

(b) Rights which Sumit could have exercised, he had, fulfilled his responsibility of following manufacturer's instructions:

(i) Right to be Heard: Consumer has a right to file complaint and to be heard in case of a dissatisfaction with goods or services.

(ii) Right to seek redressal : The consumer has a right to get relief, in case, the product or service falls short of his expectations.

22. According to the consumer protection Act 2019: A consumer is:

(i) A person who buys any goods for a consideration also it includes any user of such goods, when such use is made with the approval of the seller.

(ii) A person who hires or avails any service for a consideration it includes any beneficiary of such services when availed with the approval of the seller.



'Consideration' here means that the goods or services are either fully paid or promised, or partly paid, or under a scheme of deferred payment (installment scheme). It does not include a person who obtains goods or avails services for resale for commercial purpose.

23. (a) Right to Choose - Consumers have the right to choose from a variety of goods and services at competitive prices as per their own wishes, tastes and preferences. Accordingly, the retailer or the supplier should offer a wide variety of products to them in terms of quality, brand, price, etc. In addition, they should not induce the consumers towards buying one particular product or service.

(b) **Right to Consumer Education:** A consumer has the right to education and awareness of his rights and the available remedies in case of exploitation. Many governments and non-government organisations (NGOs) work actively in this regard.

24. Following reliefs are available to consumer under the Consumer Protection Act, 2019:

(a) Removal of defects from the goods.

(b) Replacement of the good with a new one without defect.

(c) Refund of the price paid.

(d) Compensation of loss or injury suffered.

(e) Removal of deficiency in service.

(f) Discontinuance of unfair trade practices.

(g) Stopping the sale of hazardous goods.

(h) To pay any amount (not less than 5% of the value of the defective goods or deficient services provided) to be credited to consumer welfare fund or any other organisation designated for it.

25.

i) **Right to safety** :- According to these right, the consumers have the right to be protected against harmful or hazardous goods in the market. In these particular right, their health safety is protected. Such rights are useful specially when any electronic gets broken and there is a risk shock to the consumers or it is useful for such products that are harmful for the health of the consumers.

ii) Right to Consumer education :- According to this right, the consumers have the right to educate themselves with various information like safety and remedies that are available. It implies that consumers have to know about various rights and importance of such rights that can protect them from such various malpractices. Consumers can even educate other people who are

[Topper's Answer, 2022]

26. District Commission' helps the consumers in redressing their grievances in the following manner:

(i) District commission has a jurisdiction to entertain complaints where value of goods or services paid as consideration does not exceed one crore rupees.

(ii) It may direct the parties to give their consent for settlement of dispute through mediation within five days. In case the parties agree for settlement by mediation and give written consent, the District Commission refers the matter for mediation and the provisions relating to mediation shall apply. In the event of failure of settlement by mediation, it proceeds with the complaint. If the complaint alleges defect in goods which cannot be determined without proper analysis or test of goods, the commission obtains the sample of goods, seal it and refer to the appropriate authority for analysis. In case of services, the dispute is settled on the basis of evidence brought to its notice by the complainant and can ask for any required information document or records from the service provider for settlement.

27. Responsibilities of a consumer as per the Consumer Protection Act, 2019:

(i) Be aware about the various goods and services available in the market, so that intelligent and wise choice can be made.

(ii) Buy only standardized goods as they provide quality assurance.

(iii) Learn about the risk associated with products and services, follow manufacturers' instructions and use the products safely.

(iv) Read labels carefully to have information about prices, net weight, manufacturing and expiry dates etc.

(v) Assert yourself to ensure that you get a fair deal.

(vi) Be honest in your dealings and choose only from legal goods and services and discourage unscrupulous practices.

(vii) Ask for a cash memo on purchase of goods and services as this would serve as a proof of the purchase made.

(viii) File a complaint in an appropriate consumer forum in case of a shortcoming in the quality of goods purchased or services availed.

(ix) Form consumer societies which would play an active part in educating consumers and safeguarding their interests.

28. (a) The six directions that the consumer court might have issued against the company are:

(i) To refund the price paid for the product, or then charges paid for the service.

(ii) To pay a reasonable amount of compensation for any loss or injury suffered by the consumer due to the negligence.

(iii) To pay punitive damages in appropriate circumstances.

(iv) To discontinue the unfair/ restrictive trade practices and not to repeat it in the future.

(v) To cease manufacture of hazardous goods and to desist from offering hazardous services.

(vi) To pay adequate costs to the appropriate party.

(b) The values communicated to the society by IYO are: Responsibility towards disadvantaged sections of society and Rights of the customer and social responsibility.

29. For the redressal of consumer grievances, the Consumer Protection Act. has set up three tier machinery District forum, State commission and National Commission.

	Basis of Difference	District forum	State commission	National commission
1.	Commission	It consists of a president and 2 other members (one should be a woman).	It consists of a president and 2 other members (one should be woman).	It consists of a president and at least 4 other members, (one should be a woman).
2.	Appointed by	Members are appointed by State Government.	Members are appointed by State Government	Members are appointed by Central Government
3.	Claim limit	A complaint can be made to the District forum when the total compensation claim does not exceed 1 crore.	A complaint can be made to the State commission when the total compensation claim exceeds 1 crore but is not more than 10 crore.	A complaint can be made to the National commission when the total compensation claim exceeds 10 crore.
4.	Appeal against order	State Commission within 30 days.	National Commission within 30 days	Supreme Court within a period of 30 days.
5.	Who can be a president	A working or retired judge of District Court.	A working or retired judge of High Court.	A working or retired judge of Supreme Court.
6.	Appointment of President	The President is appointed by State Government on the recommendation of Selection Commission.	The President is appointed by State Government after consultation with chief justice of High Court.	The President is appointed by Central Government after consultation with Chief Justice of India.

30. Function performed by Non-Government Organisations for consumer protection are:

- (a) Educating the general public about consumer rights by organising training programmes, seminars and workshops.
- (b) Providing legal assistance to consumers by way of providing legal aids, legal aids, legal advice etc. in seeking remedy.
- (c) Carrying out testing of consumer products in accredited laboratories to test qualities of competing brands and publishing the test result for the benefits of the consumers.
- (d) Encouraging consumers to strongly protest and take action against unscrupulous, exploitative and unfair trade practices of sellers.
- (e) Filing complaints in appropriate consumer courts on behalf of the individual consumer and general public.
- (f) Publishing periodicals and other publications to impart knowledge about consumer problems, relief available.

31. (i) Publish Journals: They regularly publish journals and periodicals to spread knowledge and awareness about various consumer problems, legal remedies available and other such matters.

(ii) Consumer Education: NGOs and consumer organisations conduct various training programmes and workshops to educate the consumers about their rights and responsibilities.

(iii) Legal Assistance: They also provide legal assistance to the consumers and help them in seeking suitable redressal.

(iv) Assistance in Filing Complaints: These organisations not only assist consumers in filing complaints in appropriate forums, but also file complaints on consumers' behalf.

32. Reliefs available to a consumer under the provisions of Consumer Protection Act 1986.

- (i) To remove the defect in goods or the deficiency in service.
- (ii) To replace the defective product with a new one free from any defect.
- (iii) To refund the price paid for the product.
- (iv) To pay a reasonable amount of compensation for any loss or injury suffered by the consumer due to negligence of the opposite party.
- (v) To pay punitive damages in appropriate circumstances.

- (vi) To discontinue the unfair/restrictive trade practice and not to repeat the same in future.
- (vii) Not to offer hazardous goods for sale.
- (viii) To withdraw hazardous goods from sale.
- (ix) To cease manufacturing of hazardous goods.
- (x) To pay any amount not less than 5% of the value of the defective goods to be credited to the Consumer Welfare Fund or any other organisation/person to be utilized in the prescribed manner
- (xi) To issue corrective advertisement to neutralize the effect of misleading advertisement.

CBSE Sample Questions

1. A consumer should keep in mind the following responsibilities while purchasing, using and consuming goods and services:

- (i) Be aware about various goods and services available in the market so that an intelligent and wise choice can be made.
- (ii) Buy only standardised goods as they provide quality assurance. Thus, look for ISI mark on electrical goods, FPO mark on food products, Hallmark on jewelry, etc.
- (iii) Learn about the risks associated with products and services, follow manufacturer's instructions and use the products safely.
- (iv) Read labels carefully so as to have information about prices, net weight, manufacturing and expiry dates, etc.
- (v) Assert yourself to ensure that you get a fair deal.
- (vi) Be honest in your dealings. Choose only from legal goods and services and discourage unscrupulous practices like black-marketing, hoarding, etc.
- (vii) File a complaint in an appropriate consumer forum in case of a shortcoming in the quality of goods purchased or services availed. Do not fail to take an action even when the amount involved is small.
- (viii) Form consumer societies which would play an active part in educating consumers and safeguarding their interests.
- (ix) Respect the environment. Avoid waste, littering and contributing to pollution.

2. (a) Right to safety: The consumer has a right to be protected against goods and services which are hazardous to life and health. For instance, electrical appliances



which are manufactured with substandard products or do not conform to the safety norms might cause serious injury. Thus, consumers are educated that they should use electrical appliances which are ISI marked as this would be an assurance of such products meeting quality specifications.

(b) Right to Consumer Education: The consumer has a right to acquire knowledge and to be a well-informed consumer throughout life. He should be aware about his rights and the reliefs available to him in case of a product or service falling short of his expectations.

3. Rights of a Consumer under the Consumer Protection Act, 2019:

(i) Right to safety: The consumer has a right to be protected against goods and services which are hazardous to life, health and property.

(ii) Right to be informed: The consumer has a right to have complete information about the product he intends to buy including its ingredients, date of manufacture, price, quantity, directions for use, etc.

(iii) Right to be assured: The consumer has the freedom to assess a variety of products at competitive prices.

(iv) Right to be heard: The consumer has a right to file a complaint and to be heard in case of dissatisfaction with a good or a service.

(v) Right to seek redressal : The consumer has a right to get relief against unfair trade practices of restrictive trade practices or unscrupulous exploitation, in case, the product or a service falls short of his expectation.

4. Responsibilities of a Consumer under the Consumer Protection Act, 2019:

(a) Be aware of various goods and services available in the market so that an intelligent and wise choice can be made.

(b) Buy only standardised goods as they provide quality assurance.

(c) Learn about the risks associated with products and services, follow manufacturer's instructions and use the products safely.

(d) Read labels carefully so as to have information about prices, net weight, manufacturing and expiry dates, etc.

(e) Assert yourself to ensure that you get a fair deal.

(f) Be honest in your dealings. Choose only from legal goods and services and discourage unscrupulous practices.

