

Consumer Rights & Responsibilities as per CPA, 1986

1 Mark Questions

1. 'The consumer has a right to acquire knowledge and be a well-informed consumer throughout life'. State what type of knowledge is required by the consumer in the above Stated right. (Compartment 2014)

Ans. The consumer has a right to acquire knowledge about his rights, responsibilities and the reliefs available to him in case of a product or service falling short of his expectations.

2. Give any one responsibility of a consumer in addition to obtaining a cash receipt while purchasing a washing machine. (All India 2012)

Ans. Buy only ISI certified washing machine as it provides quality assurance.

3. State what is to be informed to the consumer under right to be informed. (Delhi 2011c)

Ans. Right to be Informed Every consumer has a right to be informed about the ingredients, date of manufacture, expiry date, directions for use, quantity, etc, to be put on the label of product. The right provides complete information to consumer about the product he intends to buy. The legal framework in India requires such information on the package and label of the product.

4. Why should a consumer look for ISI mark on electrical goods? (Delhi 2010)

Ans. The consumer should look for ISI mark on electrical goods because it gives an assurance that the product meets quality certifications.

5. As a responsible consumer, how will you ensure about the quality of a juice packet purchased by you? (Hots; Delhi 2010c)

or

Rita wants to buy a packet of juice. As an aware customer, how can she be sure about the quality of juice she plans to buy? (HOTS; All India 2008)

Ans. A person can check for FPO mark/standardisation mark which is granted to the processed food products which satisfy the specification and quality control requirements. Secondly, he/she can also check expiry date and storage condition of the juice packet.

6. What is meant by right to be heard to a consumer? (Delhi 2009)

Ans. Right to be heard means a consumer has a right to file a complaint and to be

heard in case of dissatisfaction with regard to a good or a service. Even business firms have set up their own grievance cell to impart this right to consumers.

7. What is meant by right to choose to a consumer? (All India 2009)

Ans. A right to choose means that a consumer has a right to choose from a variety of goods and services at competitive prices available in the market.

8. Ahmad wants to buy an iron. As an aware customer, how can he be sure about the quality of iron? (Hots; Delhi 2008)

Ans. He should buy an ISI mark iron.

9. Mention when as a consumer, you are not in a position to resolve your grievances under Consumer Protection Act. (Hots; All India 2008)

Ans. If we do not have cash memo regarding purchase of goods or services, we are not in a position to solve our grievances because cash memo serves as a proof of the purchase made. Another aspect in this regard is that the complaint should be genuine.

4/5 Marks Questions

10. Explain the following rights of consumers.

(i) Right to Safety

(ii) Right to Consumer Education (Delhi 2012, 2008; All India 2008)

Ans. (i) Right to Safety A 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 sub-standard products 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.

(ii) Right to Consumer Education The consumer has a right to acquire knowledge and to be a well-informed consumer throughout life. Many consumer organisations and some business are actively educating consumer. He should be aware about his rights and the reliefs available to him in case of a product or service falls short of his expectations.

11. Explain the following Rights of Consumers

(i) Right to be Informed

(ii) Right to Seek Redressal (Delhi 2012)

Ans. (i) 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, quality, quantity, directions for use, etc.

(ii) **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 provides a number of reliefs to the consumers including replacement of the product, removal of defect in the product, compensation paid for any loss or injury suffered by the consumer, etc.

12. Explain the following Rights of Consumers

(i) **Right to Choose**

(ii) **Right to be Heard (Delhi 2010, 2008; All India 2008)**

Ans. (i) Right to Choose A consumer has a right to choose from a wide variety of products at competitive prices. This implies that the marketers should offer a wide variety of products in terms of quality, brand, prices size, etc and allow the consumer to make a choice amongst them.

(ii) **Right to be Heard** A consumer has a right to file a complaint and to be heard in case of dissatisfaction with regard to a good or a service. It is because of this reason that many enlightened business firms have set up their own consumer service centres and grievance cells. Many consumer organisations are also working towards this direction and helping consumers in redressal of their grievances.

13. Explain any four responsibilities of the consumer to safeguard his interests. (All India 2009)

or

What precautions should a consumer take while buying a product or service?

Explain. (HOTS; Delhi 2009)

Ans. Consumer Responsibilities are: (Any four)

(i) **Consumer must exercise his rights** Consumers must be aware of following rights with regard to the products or services they buy from markets

- Right to Safety
- Right to Choose
- Right to be Heard, etc

(ii) **Cautious consumers** Before purchasing, consumer must insist on getting all information on the quality, quantity, price, utility, etc of the goods/services. This will ensure a better purchase as he will not depend entirely on a seller.

(iii) **Filing complaint** Sometimes, consumers ignore the deception of traders believing that the loss is small but this attitude encourages corrupt business practices to continue. On the other hand, some consumers also make excessive claims for compensation on small defects in goods which are not justified.

(iv) **Quality conscious** This is the only way to eradicate the problems of adulteration



and spurious goods. While making purchases, consumers must look for standard quality certification marks like ISI, Agmark, FPO, Wool mark, etc.

(v) **Insist on cash memo** Ask for a cash memo on purchase of goods or services. This would serve as a proof of the purchase.

14.Explain any four rights available to a consumer under the Consumer Protection Act, 1986. (All India 2008)

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