

Consumer Rights

Previous Years' CBSE Board Questions

1. Which of the following are developmental goals of a prosperous farmer? Choose the correct from the given options. (2024)

- I. Better wages
- II. Higher support prices for crops
- III. Assured high family income
- IV. More days for work

Options:

- (a) Only I and II are correct.
- (b) Only II and IV are correct.
- (c) Only II and III are correct.
- (d) Only I and IV are correct.

Answer. (c) II and III are correct.

The Consumer in the Marketplace; Consumer Movement; Consumer Rights; Taking the Consumer Movement Forward

VSA (1 mark)

1. Which logo of quality is marked on the gold jewellery? (AI 2019)
2. Give an example of violation of consumer's right to choose. (AI 2017)
3. How is the maximum retail price printed on packets beneficial for you? (AI2017)
4. Give any one example of consumer's 'right to choose! (Delhi 2017)
5. If you want to extract information about the functions of any government department, which right would you exercise? (Delhi 2017)
6. In what condition is the 'Right to Seek Redressal' exercised? Give an example. (Foreign 2017)

7. If any damage is done to a consumer by a trader, under which consumer right one can move to consumer court to get compensation? (AI 2016)
 8. 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? (Delhi 2016)
 9. If you are not interested to buy a brush with toothpaste but shopkeeper denied to sell toothpaste only. In this case which consumer right is being violated by the seller? (Foreign 2016)
 10. What is the duty of a consumer? (2016)
 11. Name the levels of consumer courts that are available to appeal. (2016)
 12. Which logo will you like to see on the electric heater to be sure of its quality? (Foreign 2016)
 13. What is COPRA? When was it introduced? (Foreign 2016)
 14. On which day of the year is 'National Consumers Day' celebrated in India? (2015)
 15. Why was the consumer Protection Act enacted by the Indian Parliament? (2015)
 16. What is adulteration? (2015)
 17. Write any one objective of consumer awareness. (2015)
 18. Suppose your parents want to purchase Gold jewellery along with you; then which logo will you look for on the jewellery? (AI 2015)
 19. Which logo would you like to see while purchasing a tin of edible oil? (Foreign 2015)
- SAI (3 marks)
20. How can consumers use their 'Right to Seek Redressal? Explain with example. (Delhi 2019)
 21. Highlight any three rights of consumers. (AI 2019)
 22. How can consumer awareness be spread among consumers to avoid exploitations in the market place? Explain any three ways. (2018)

23. Analyse the importance of the three-tier judicial machinery under Consumer Protection Act (COPRA), 1986 for redressal of consumer disputes. (AI 2017)

24. Analyse any three reasons for the beginning of the consumer movement in India. (Delhi 2017) An

25. Give any three examples of different types of exploitation in the market. (Foreign 2017)

OR

How are consumers exploited in the market place? Explain. (2016)

OR

"Rules and regulations are required for the protection of the consumers in the market place." Justify the statement with arguments. (AI 2016)

OR

Explain any three factors which gave birth to the 'Consumer Movement' in India. (AI 2014)

26. "Consumer awareness is essential to avoid exploitation in the marketplace." Support the statement. (2016)

27. Explain the need of standardization of products with the help of examples from day to day life. (2016)

28. How do large companies manipulate the market? Explain with examples. (2016)

29. How can a consumers' movement be truly successful and effective? (2016)

30. "The consumer movement arose out of dissatisfaction of the consumers". Justify the statement with arguments. (2016)

31. Describe the limitations of the consumer movement. (2015)

32. What precautions do you suggest for a consumer to take while purchasing medicines from the market? (2015)

33. Explain with an example how you can use the right to seek redressal. (AI 2015)



34. When is the 'National Consumer Day' celebrated in India? Describe the importance of this day. (2015)

35. How did consumer movement originate as a 'social force' in India.? (2014)

LA (5 marks)

36. What type of duties should a consumer keep in mind under the consumer awareness? Explain. (2016)

37. Explain with example the impact of the Right to Information (R.T.I). (2015)

38. Explain with an example how one can exercise the "Right to Choose. (2014)

ANSWERS

1. Hallmark is an official mark on items made of gold.

2. Any consumer who buys goods or receives a service has the right to choose whether to buy the goods or the service. As an example, sometimes cooking gas supply dealers insist that you have to buy the stove from them when you take a new connection. Here one's right to choose another stove from another shop is being violated.

3. It is very beneficial, because of this the seller cannot sell the product at a higher price than the price printed on the pack.

4. Suppose I want to buy toothpaste and selects a particular brand but the shop owner says that he will sell the toothpaste only if I buy a tooth brush also; such proposal violates my right to choose. This is because if I do not need a toothbrush I am forced to buy it because I need a toothpaste.

5. Right to Information. (R.T.I.)

6. Consumers have the right to seek redressal against unfair trade practices and exploitation. If any damage is done to a consumer, she has the right to get compensation. Example, Mahesh had sent a money order to his village for his daughter's marriage. The money did not reach his daughter at the time when she needed it nor did it reach months later. So, Mahesh filed a case in the district level consumer court and utilised right to seek redressal.



7. Right to seek redressal
8. ISI logo
9. Consumer's right to choose
10. Consumer should look for the desired information on the product and collect payment receipt.
11. Consumer courts are there at district, state and national level.
12. ISI logo
13. Consumer Protection Act is popularly known as COPRA. It came into effect in the year 1986.
14. 24th December
15. To protect the consumers from unfair trade practices and protect the interests of the consumers.
16. It is the procedure of mixing impure substances into pure products to increase its volume, so as to derive extra profit. Adulteration is always harmful to the consumer.
17. To protect the consumer from exploitation.
18. "Hallmark"
19. AGMARK
20. Consumers have Right to seek redressal against unfair trade practices and exploitation. If damage is done to the consumer, he or she has the right to get compensation depending on the degree of damage. One should go to the District forum if the claim of compensation amount is below 20 lakh within thirty days of the dissatisfying event. One should go to the State Commission if the compensation claim is between 20 lakh to one crore and to the National Commission if the claim is for more than one crore. For example, Ravi had bought a SUV, from a car dealer with 1 year warranty. While driving it he found that it had no feature of SUV and its features are all that of an ordinary car. He filed a case in a district level consumer court in New Delhi as the car dealer agency did not respond to his repeated appeal for compensation and the claim amount was less than 20 lakh. The court verified

his document. The court gave verdict in his favour and awarded full compensation to him and framed charges against the car company for selling false product.

21. The following are the 'rights of a consumer':

(i) Right to be informed: The consumers have the right to be informed about the particulars of goods and services that they purchase. Consumers can then complain and ask for compensation or replacement if the product proves to be defective in any manner. In recent times, the right to information has been expanded to cover various services provided by the Government. In October 2005, the Government of India enacted a

law, popularly known as RTI (Right to Information) Act, which ensures its citizens all the information about the functions of government departments.

(ii) Right to Choose : Consumers have the right to choose a product according to their need and wish. A consumer has the right to choose whether to continue to receive the service or stop it. There have been cases of gas supply dealers insisting to buy the stove from them when one takes a new connection. In this way many a times one can be forced to buy things the consumer does not want. A consumer can legally appeal against it.

(iii) Right to seek Redressal : Consumers have the right to seek redressal against unfair trade practices and exploitation. If any damage is done to a consumer, she has the right to get compensation depending on the degree of damage. Consumer courts have been set up. These are 'quasi-judicial' bodies that give redressal to aggrieved consumers.

22. Consumer awareness must be spread among consumers to avoid their exploitation. This can be done by

(a) The formation of various organisations such as Consumers Forum or Consumers Protection Council.

(b) By guiding consumers on how to file cases in the Consumers Courts.

(c) By promoting consumer education through advertisement, mass campaign and publicity against malpractices of traders.

(d) By writing articles, holding exhibitions and rallies.

(e) By ensuring implementation of the various consumer laws.

23. Under COPRA, the Indian government has set up consumer courts for the protection of consumers against exploitation by unfair and unethical trade practices by sellers, producers and other service providers.



(a) These courts have been set up at three levels - National, State and District levels.

(i) National consumer courts address and settle claims of 1 crore and above.

(ii) State consumer courts address and settle claims between 20 lakh and 1 crore.

(iii) District consumer courts address and settle claims upto 20 lakhs.

(b) If a case is dismissed in district level court the consumer can also appeal in state and then in National level courts.

24. The following are the three main reasons for beginning of consumer movement in India: tin

(i) Shortage of consumer products.

(ii) Adulteration and black marketing.

(iii) Poor quality of many products because of poor quality control and lack of technology.

(iv) Unpredictable availability, price and purity of products.

25. Exploitation in the marketplace happens in various ways. Some examples are:

(i) When traders indulge in unfair trade practices such as when shopkeepers weighs or measure less than what they should. This is usually in materials sold loose like rice, flour, milk, cloth, etc.

(ii) When traders add charges that were not mentioned before, like handling charges, packing charges, etc.

(iii) When adulterated/defective goods or expired medicines are sold.

(iv) When advertisements make false or exaggerated claims.

26. Consumer awareness to avoid exploitation : Consumer awareness is essential to avoid exploitation in the marketplace. Markets do not work in a fair manner.

Exploitation happens in various ways. Therefore, awareness is essential.

Certain details are given on the packing. When we buy medicines, details are marked on the pack. Rules have been made so that the manufacturer displays the information. Consumers can complain and ask for compensation or replacement of the product, if it proves to be defective in any manner.

27. Standardisation is very essential to save the consumers from malpractices and fraudulent means. For example:

(i) For certain articles, ISI mark is a must to ensure high quality and avoid accidents.

(ii) The producers of the medicine have to print the date of manufacture, date of expiry, salts used precautions if any.

28. The large companies manipulate the market in various ways.

(i) Large companies with huge amount of wealth, power and riches can manipulate the market in various ways.

(ii) At times false information is passed on through the media and other sources to attract consumers.

(iii) 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 or struggle before the company was forced to accept that it had been making false claims.

(iv) Similarly, a long battle had to be fought with court cases to make cigarette manufacturing companies accept that their product could cause cancer.

29. Consumers' movement can be truly successful and effective when consumers realise their role and importance. It is often said that consumer movements can be effective only with the consumers' active involvement. It requires a voluntary effort and struggle involving the participation of one and all.

30. The consumer movement arose out of dissatisfaction of the consumers' this is true.

(i) As many unfair practices were being practiced by the sellers.

(ii) There was no legal system available to the consumers to protect them from exploitation in the marketplace.

(iii) In India, the consumer movement such as 'Social Force' originated with the necessity of protecting and promoting the interest of consumers against unethical and unfair trade practices.

(iv) Rampant food shortage, hoardings, black marketing, adulteration of food and edible oil gave birth to the consumer movement in an organized form in the 1960s.

31. Limitations of consumer movement:

(i) It is cumbersome, expensive and time-consuming.

(ii) Evidences are not easy to gather.

- (iii) Existing laws are not clear.
- (iv) Lack of consumers awareness.
- (v) Lawyers have to be payed which makes the redressal expensive.

32. While buying/purchasing medicine the following should be observed:

- (i) Price, batch no., date of manufacture must be checked.
- (ii) Address of the manufacturing company.
- (iii) Expiry date.
- (iv) Directions of proper use.
- (v) Information relating to side effects and risk associated with usage of that medicine and cash memo must be collected.

33. Rights to seek redressal comes into effect when a customer gets something and if the product is damaged or not in a good state, and the seller refuses to replace or repair it. The customer has the rights to seek redressal. Consumers have Right to seek redressal against unfair trade practices and exploitation. If damage is done to the consumer, he or she has the right to get compensation depending on the degree of damage. For example, Ravi had bought a SUV, from a car dealer with 1 year warranty. While driving he found that it had no feature of SUV and its feature are all that of ordinary car. He filed a case in a district level consumer court in New Delhi (as the price of the car was 7 lakh) as the car dealer agency did not respond to his repeated appeal for replacement or compensation. The court verified his document. The court gave verdict in his favor and awarded full compensation to him and framed charges against the car company for making false claims on a product.

34. 24th December is observed as National Consumer' Day in India. The importance of this day are:

- (i) Consumer protection Act was enacted on this day.
- (ii) India has exclusive courts for consumer redressal. About 700 consumer groups are working in India. However, consumer redressal process is becoming cumbersome, expensive and time-consuming. Pledge is taken to simplify and make it effective.
- (iii) This day is used to spread the awareness of COPRA

35. (i) In india, the consumer movement became a social force. It originated with the necessity of protecting and promoting the interest of consumers against unethical and unfair trade

practices.

(ii) Rampant food shortages, hoarding black marketing, adulteration of food and edible oil gave birth to the consumer movement in an organised form in the 1960s.

(iii) Till the 1970s, consumer organizations were largely engaged in writing articles and holding exhibitions. They formed consumer group to look into malpractices in ration shops. Gradually more and more people became involved in it.

36. Duties of the consumers are:

(i) While purchasing consumer should look at the quality of the product, the marked price, guarantee or the warranty period.

(ii) A consumer should preferably purchase standardised products which contain the seal of ISI or the Agmark or other standard marks.

(iii) A consumer must be aware of his right and duties.

(iv) The consumer should form consumer awareness forum, which can be given representation in various committees formed by the government.

(v) He should know the method to get redressal if cheated.

37. Impact of the Right to Information Act.

(i) In October 2005, the Government of India enacted a law popularly known as R.T.I which ensures its citizens all the information about the functions of various government departments.

(ii) Now, it is possible for the affected citizens to pursue the progress of any scheme or policy of government.

(iii) To build a pressure on government officials to deliver the results in a time bound frame.

(iv) It has checked corruption to an extent.

(v) It can even help in finding out lacuna in the selection process of many government job.

38. The consumer has the right to choose, so that he is assured of satisfactory quality and service at a fair price.

(i) 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.

(ii) Suppose you want to buy toothpaste, and the shop owner says that he can sell the toothpaste only if you buy a tooth brush. If you are not interested in

buying the brush, your right to choice is denied. Similarly, sometimes gas supply dealers insist that you have to buy the stove from them when you take a new connection. In this way many a times you are forced to buy things that you may not wish to and you are left with no choice.

(iii) Consumers can move to the Consumer Court for all the above according to COPRA passed in 1986.