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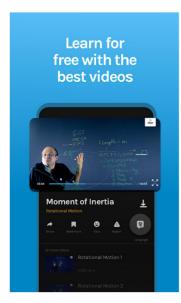
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#491996

Topic: Consumer Protection

What factors gave birth to the consumer movement in India? Trace its evolution.

Solution

The factors that gave birth to the consumer movement in India are manifold. It started as a "social force" with the need to protect and promote consumer interests against unfa and unethical trade practices. Extreme food shortages, hoarding, black marketing and adulteration of food led to the consumer movement becoming an organised arena in the 1960s. Till the 1970s, consumer organisations were mostly busy writing articles and holding exhibitions. More recently, there has been an upsurge in the number of consumer groups who have shown concern towards ration shop malpractices and overcrowding of public transport vehicles. In 1986, the Indian government enacted the Consumer Protection Act, also known as COPRA. This was a major step in the consumer movement in India.

#491997

Topic: Consumer Exploitation and Consumer Awareness

Explain the need for consumer consciousness by giving two examples.

Solution

Many people seldom bother to check the MRP and pay whatever the shopkeeper demands. While developing a faith on the neighbourhood shopkeeper is a good attitude, but one should always check the MRP. Some people do not even check expiry date on the pack of a medicine. This can prove to be dangerous and can even be life threatening for the patient who is going to consume the medicine. These examples suggests that there is a real need for consumer consciousness. Consumer consciousness is being aware of your right as a consumer while buying any goods or services.

Examples: 1) It is common to see consumers bargaining with sellers for additional discounts below the MRP.

2) Because of conscious consumers, most of the sweet shops do not include the weight of the container when they weigh sweets.

#491998

Topic: Consumer Exploitation and Consumer Awareness

Mention a few factors which cause exploitation of consumers.

Solution

Factors which cause exploitation of consumers are:

- 1. Lack of awareness of consumer rights among buyers.
- 2. Improper and inadequate monitoring of rules and regulations.
- 3. Individual purchase quantity is quite small.
- 4. Consumers are scattered over large areas.
- Lack of awareness among consumers
- 6. Greed of businessperson.
- 7. Lax enforcement of rules.
- 8. Slow and time taking process of consumer grievance redressal.

#492000

Topic: Consumer Exploitation and Consumer Awareness

Describe some of your duties as consumers if you visit a shopping complex in your locality.

Solution

Some of my duties as a consumer will include the following:

- 1. Checking expiry dates of the products to be bought.
- 2. Paying no more than the maximum retail price printed on the goods.
- 3. Always asking for a cash memo for the items purchased.
- 4. Ensuring that the retailer does not sell me duplicate or defective products.
- 5. Registering a complaint with a consumer forum in case the dealer refuses to take responsibility for an adulterated or flawed product.

#492003

Topic: Consumer Exploitation and Consumer Awareness

Mention some of the rights of consumers and write a few sentences on each.

Solution

Consumers have the following rights:

- 1. Right to Safety: The consumer has the right to be protected against the goods that are hazardous to life and property.
- 2. Right to Choose: The consumer can choose the product to be bought. He cannot be forced to buy things that are not of his choice.
- 3. Right to be Informed: The consumer has the right to know important facts about the product and services which are being bought.
- 4. Right to Seek Redressal: The consumer has the right to seek redressal if the producer has exploited him. He has got the right to be compensated by the producer/trader if a damage occurs due to the product.
- 5. Right to Representation: In case there is a dispute between the customer and the seller which is not settled the customer can approach the local consumer court for redress In case his representation in the district court is dismissed, he can appeal at the state level and then at the national level.
- 6. Right to Consumer Education: Consumers must become conscious of their rights while purchasing goods and services. For this, we should also read the advertisements brought out by the government under the campaign "JAGO GRAAHAK JAGO" as they are very informative.

#492004

Topic: Consumer Protection

By what means can the consumers express their solidarity?

Solution

Consumers can express their solidarity by forming consumer groups that write articles or hold exhibitions against traders' exploitation. These groups guide individuals on how approach a consumer court, and they even fight cases for consumers. Such groups receive financial aid from the government to create public awareness. The consumers can express their solidarity by forming: (a) Consumer protection councils (b) Voluntary consumer association and registering them (c) Consumer clubs and (d) Resident Welfare Associations (RWAs).

#492007

Topic: Consumer Protection

Critically examine the progress of consumer movement in India

Solution

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.

The number of consumer groups and their activities has increased. Currently, about 700 consumer groups work in the country but only 20-25 groups have been recognized by the government. The existing laws are not effective as far as compensation for defective products goes.

Even after more than 25 years of enactment of Consumer Protection Act (COPRA), a large section of consumers are unaware of their rights. Often rules and regulations applicable to marketplace are not followed.

#492014

Topic: Consumer Protection

Match the following.

	List I		List II
i	Availing details of ingredients of a product	a	Right to safety
ii	Agmark	b	Dealing with consumer cases
iii	Accident due to faulty engine in a scooter	С	Certification of edible oil and cereals
iv	District Consumer Court	d	Agency that develop standards for goods and services
V	Consumers International	е	Right to information
vi	Bureau of Indian Standards	f	Global level institution of consumer welfare organisations

Solution

	LIST 1		List 2
i.	Availing details of ingredients of a product	(e)	Right to information
ii.	Agmark	(c)	Certification of edible oil and cereals
iii.	Accident due to faulty engine in a scooter	(a)	Right to safety
iv.	District Consumer Court	(b)	Dealing with consumer cases
V.	Consumers International	(f)	Global level institution of consumer welfare organisations
vi.	Bureau of Indian Standards	(d)	Agency that develops standards for goods and services

#492019

Topic: Consumer Protection

Say true of false:

India is one of the many countries in the world which has exclusive courts for consumer redressal.

Solution

True

Consumer Court is the special purpose court, mainly in India, that deals with cases regarding consumer disputes and grievances. These are judiciary set ups by the government to protect the consumer rights. Its main function is to maintain the fair practices by the sellers towards consumers.

#492022

Topic: Consumer Protection

Say true of false:

When a consumer feels that he has been exploited, he must file a case in the District Consumer Court.

Solution

True

In cases where the value of goods and services involved is less than Rs. 20 lakhs in value, you will have to file the complaint in the District Forum constituted in the specified districts of a State.

#492026

Topic: Consumer Protection

Say true of false:

It is worthwhile to move to consumer courts only if the damages incurred are of high value.

Solution

True

#492029

Topic: Consumer Protection

Say true or false :

The consumer redressal process is very simple and quick.

Solution

Consumer redressal process is cumbersome, expensive and time consuming

#492030

Topic: Consumer Exploitation and Consumer Awareness

Say true or false :

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

Solution

True

The right to seek redressal against unfair trade practices or restrictive trade practices or unscrupulous exploitation of consumers is defined as the right to redressal in the Consumer Protection Act 1986.