

Consumer Rights

⇒ consumer ÷ is a person who buys and uses a good or service from the market after making a payment.

⇒ Some common ways by which a consumer may be exploited ÷

(*) underweight and under measurement

(*) High Prices

(*) Sub standard quality

(*) Duplicate articles

(*) Adulteration and impurity

(*) Lack of Safety devices.

(*) Artificial Scarcity.

(*) False and incomplete information.

(*) Unsatisfactory after - Sale Services.

⇒ Rights of consumers ÷

(*) Right to Safety.

(*) Right to be informed.

- (*) Right to choice
- (*) Right to seek redressal
- (*) Right to Represent Act.

⇒ COPRA: This Act (COPRA) 1986 Tries to ensure:

- (*) Information, safety, redressal, representation and consumer education.
- (*) Under COPRA, a Three Tier quasi-judicial machinery at the district, state and National level helps in solving consumer disputes.
- (*) consumer movement with its different organisation helps in exerting pressure on business firm as well as the Government to correct their conduct which may be against the interest of the consumers at large.

⇒ Right to information Act, 2005:

- (*) This act gives Rights to the citizen to have information about the government department their policies practices and procedures.

⇒ Consumer Movements Why:

- (*) Dissatisfaction over time Practice

- (*) NO ^{proper} legal system to protect exploitation.

- (c) shifted Responsibility of ensuring quality of goods and Services.
- (c) Food Shortage.
- (c) Adulteration.
- (c) Hoarding and Black Marketing.
- (c) Formed consumer groups by overcrowding ration shops.
- (c) Started as Social Force to protect and promote consumers.

⇒ ISI MARK: A certification mark for industrial products in India developed by the Bureau of Indian Standard.

⇒ AGMARK: A certification mark employed on Agricultural Product in India by The Directorate of Marketing and Inspection.

⇒ Hallmark: An official mark struck on items made of precious metals like gold silver platinum etc.

⇒ CE = Fire Products

⇒ Duties of consumer while shopping are:-

(a) A consumer must check for a certification of quality such as ISI mark, Agmark or Hallmark. (b) consumers must ensure that they receive a valid bill or cash memo.

(c) The consumer should not allow a salesman to force him/her to buy a particular brand.

(d) consumer should not buy goods blindly. consumer should make full use of their reason while buying things.

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NCERTPOINT