

4. Consumer Rights

Exercise

1 A. Question

A person one who give final utility to a commodity is

- A. Producer
- B. Consumer
- C. Shop keeper
- D. Farmer

Answer

Even though a producer and a manufacturer gives utility value to a good, it is only in the hands of a consumer that it gets its final utility which means it is finally used by a consumer.

1 B. Question

The Customers are exploited by the

- A. Carpenters
- B. Farmers
- C. Tailors
- D. Traders

Answer

Most of the times, a consumer buys a product from a trader as the traders bring the products to the market. So the traders make the most of their opportunity to exploit the customers.

1 C. Question

The Right to Information Act was passed by the parliament on

- A. 12th Oct. 2005
- B. 21st Oct. 2005
- C. 12th Oct 2006
- D. 21st Oct. 2006

Answer

Right to Information Act declared that every person had a right to know about the procedures happening in the governmental institutions and bodies as well as information regarding the same. This Act increase transparency.

1 D. Question

World consumer day is celebrated on

- A. March 15
- B. March 16
- C. March 14
- D. March 11

Answer

On this day, the Bill for Consumer Rights was moved for the first time in US Congress in 1962. March 15 is celebrated as the World Consumers Day to mark this historic event.

1 E. Question

The Magna Carta of consumers

- A. WHO
- B. COPRA
- D. EXNORA
- D. FAO

Answer

COPRA is known as the Magna Carta because this Act was a big step towards consumer protection and empowerment. Before this, there was no clear Act for the protection of consumers.

1 F. Question

One of the planning schemes to create awareness among the consumers

- A. Vana Mahotsava
- B. Operation 21
- C. Trade fair
- D. Rajarajan 1000

Answer

Trade Fairs attract huge crowds and this becomes an ideal platform to inform the consumers about their protection rights as well as legal steps to take in case of exploitation.

2 A. Question

How are the customers exploited? Mention any two forms.

Answer

Ways in which consumers are exploited:

1. The measurements of the goods sold are sometimes incorrect. Merchant sometimes sell lesser weight than what they claim.
2. Sometimes traders sell expired or defective goods. They refuse to take back such products.

Explanation: Consumers are exploited in numerous other ways too. Sometimes the goods are of sub-standard quality and sometimes merchants take a higher price than MRP especially in areas where the product is not easily available.

2 B. Question

Write a brief note on the COPRA.

Answer

Consumers Protection Act:

1. It was passed on 24th December 1986 in the Indian Parliament. It is called the Magna Carta of consumers as it was the first type of Act in India for the protection of Consumers.
2. It not only ensured legal measures and bodies where consumers can go to complain about any exploitation, it also had programs to create awareness among people.

Explanation: The Consumers Protection Act was the result of a long battle fought by people, media and organizations for consumer rights. COPRA became a big step towards ensuring legal measures against any exploitation in the marketplace.

2 C. Question

Write any two measures taken by the Governments of Tamil Nadu to protect the consumers against exploitation.

Answer

Measures by the Government of Tamil Nadu:

1. Citizen Consumer Clubs have been established in every educational institution to spread awareness among the students.
2. Consumer awareness messages have been spread to reach the public through radio and television ads.

Explanation: Apart from setting the legal bodies for hearing consumer complaints, the government has taken many steps to spread awareness among the masses.

3 A. Question

Write a paragraph on the right of consumers.

Answer

Rights of Consumers:

1. Consumers have right to protection against hazardous goods and services. They must not be harmful to life or any property.
2. They must be informed correctly about quantity, quality, price etc. of the goods they are buying.
3. They must have access to a variety of goods at competitive prices so that they can choose what they like the most.
4. Their interests and complaints must be heard and addressed at the respective forums and institutions to ensure their welfare.
5. They have the right to seek redressal as well as compensation for serious exploitation in the marketplace.

3 B. Question

What are the measures taken by the Government of Tamil Nadu to protect the consumers?

Answer

Measures taken by the Government of Tamil Nadu:

1. Citizen Consumer Clubs have been established in every educational institution to spread awareness among the students.
2. In rural areas, consumer education has been provided through Women Self Help Groups and the Panchayat. In urban areas, it has been done through Residents Welfare Association.
3. The government publishes a monthly magazine named 'Tamil Nadu Nugarvor Kavasom' for information about consumer protection. There have been workshops and seminars too.
4. Consumer awareness messages have been spread to reach the public through short radio and television ad videos.
5. Various organizations have also joined hands with the government to improve consumer education and making every citizen a 'Valuable Consumer'.