

Chapter 12 – Consumer Protection

Question 1

Mention when as a consumer you are not able to resolve your grievances under the Consumer Protection Act.

Answer: As a consumer, we are not able to resolve our grievances under the Consumer Protection Act when we do not fulfill our responsibility as a customer.

Question 2

An organisation is using sub-standard wiring in its cooler. Which consumer right is being violated?

Answer: Right to Safety.

Question 3

What is meant by 'customer' as per the Consumer Protection Act, 1986?

Answer: As per the Consumer Protection Act, 1986, the consumer is defined as.

- A consumer is someone who has paid money to buy any product with the approval of the seller. However, any individual who purchases goods with the motive of resale or commercial propose is not regarded as a consumer.
- An individual who avails services in return for a price or money is considered as a consumer. It includes all the individuals who have avail services and paid for it.

Question 4

Who can file a complaint in the consumer court?

Answer: The Consumer Court was established for the protection of the consumer. The following can file a complaint in the consumer court.

- Any consumer
- Any registered consumer organisation or association
- The state and central government
- An individual or a group of a consumer on behalf of a number of consumers having the same interest.
- A legal beneficiary or agents of the deceased consumer.

Question 5

State the three function performed by the Non-Governmental Organisation NGO for consumer protection.

Answer: The three function performed by the non-governmental organisation for consumer protection are.

- **Consumer Education-** The consumer organisation and NGO's organise various training programs and seminars to educate and spread awareness about the consumer right and regulation
- **Publishing Journal-** Along with the seminar and training programs, these NGO's also spread awareness through journal and periodicals. These journal and periodicals give awareness about various consumer issues, its legal assistance and other significant functions.
- **Testing the quality of a product-** They provide the quality test for all the products in laboratories and declare the results. This information kept the consumer alert and informed about the product and services that they are buying or availing.

Question 6

Explain the Rights and Responsibilities of a Consumer.

Answer: The Rights of the Consumer

- **Right to Safety-** Before buying, a consumer can insist on the quality and guarantee of the goods. They should ideally purchase a certified product like ISI or AGMARK.
- **Right to Choose-** Consumer should have the right to choose from a variety of goods and in a competitive price
- **Right to be informed-** The buyers should be informed with all the necessary details of the product, make her/him act wise, and change the buying decision.
- **Right to Consumer Education-** Consumer should be aware of his/her rights and avoid exploitation. Ignorance can cost them more.
- **Right to be heard-** This means the consumer will get due attention to express their grievances at a suitable forum.
- **Right to seek compensation-** The defines that the consumer has the right to seek redress against unfair and inhumane practices or exploitation of the consumer.

The Responsibilities of the Consumer

- **Responsibility to be aware** – A consumer has to be mindful of the safety and quality of products and services before purchasing.
- **Responsibility to think independently**– Consumer should be well concerned about what they want and need and therefore make independent choices.
- **Responsibility to speak out**- Buyer should be fearless to speak out their grievances and tell traders what they exactly want
- **Responsibility to complain**- It's consumer responsibility to express and file a complaint about their dissatisfaction with goods or services in a sincere and fair manner.
- **Responsibility to be an Ethical Consumer**- They should be fair and not engage themselves with any deceptive practice.