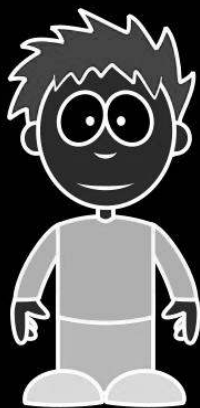


These Slides Accompany the YouTube Video Tutorial:
<https://www.youtube.com/watch?v=iO4eT4wa3zI>

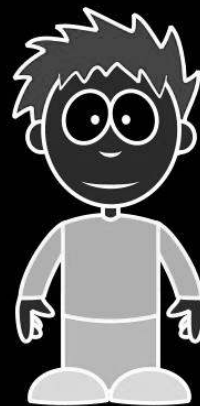
NCERT Class 10 Economics

Chapter 5: Consumer Rights

Role Players of Market



Producers



Customers

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Consumer Movement – Why?

- Dissatisfaction over trade practices
- No legal system to protect exploitation
- Shifted responsibility of ensuring quality goods and services
- Adulteration
- Food shortage
- Hoarding & black marketing
- Till 1970s – wrote articles & exhibitions
- Formed consumer groups by overcrowding ration shops
- Started as social force – to protect and promote consumers



Consumer Movement

- 1985 – UN laid guidelines for consumer protection
- Consumer International – more than 240 organizations and 100 nations
- 1986 – Consumer Protect Act (called COPRA) in India



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Safety is everyone's right

- Medical negligence – filed to National Consumer Disputes Redressal Commission (anesthesia led to crippling for life)
- Producers must strictly follow safety rules
- Pressure cooker – safety valves

What to look for?

- Ingredients used
- Price and batch number
- Date of manufacturing & expiry
- Address of the manufacturer
- Directions of Use
- Information on side effect – in case of medicines
- Instructions for washing – in case of garments



Right to be Informed

- Can complain
- Ask for compensation
- Oct 2005, RTI ensures its citizens all the information about functions of government departments
- Student joined coaching institute (paid lumpsum – left – but denied refund)
- Right to choose the service
- Want to buy toothpaste (but comes along with brush) – you can deny that



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Seeking Justice

- Right to seek redressal against unfair trade
- Right for compensation (if damage is done)
- Ex: person sends MO to village but not reaches – file to district consumer court
- Consumer forum & consumer protection council
- Financial support for awareness



COPRA

- District: Upto 20 lakhs
- State: 20 lakhs to 1 crore
- National: more than 1 crore
- Set up separate consumer affairs dept. in govt.
- We can discriminate and make informed choices
- Agmark – Agriculture
- Hallmark – Jewelry
- ISI – Electronic products
- 24 Dec – National Consumer Day – COPRA enacted



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COPRA

- Right to be protected
- Right to be informed
- Right to be assured
- Right to be heard
- Right to seek redressal
- Right to consumer education



Issues Faced

- Cumbersome
- Expensive
- Time consuming
- Lack of evidence
- Unclear laws on compensation



Examrace