

## Consumer: Satisfaction and Protection

**8 Score**

**We are now in a situation where even water and air have to be paid for. What are the reasons?**

• Scarcity of resources	• Increase in wants	Growth of population	Pollution
-------------------------	---------------------	----------------------	-----------

**Explain Consumption, consumer, Satisfaction**

A consumer is a person who purchases and uses goods and services by paying or agreeing to pay a price. In order to satisfy our wants, we depend primarily on sale outlets and service centres.	Consumption is the satisfaction of human wants using goods and services.	The act of fulfilling the wants of the consumer through the consumption of goods and services is called satisfaction. All economic activities are meant to satisfy the consumers.
--	--	---

**What are the other aspects that a consumer expects while purchasing products and using services?**

Quality	Reliability	After sale services	Durability	Correct quantity	Good information	Reasonable price
---------	-------------	---------------------	------------	------------------	------------------	------------------

**Explain the circumstances where the consumers are exploited or cheated.**

Selling low quality products	Adulteration	Charging excess price	Manipulation in weights and measures	Delay in making services available	False claims	Sub standard products
------------------------------	--------------	-----------------------	--------------------------------------	------------------------------------	--------------	-----------------------

**What are the rights included in the Consumer Protection Act 1986?**

• The right to be protected against the marketing of goods and services which are hazardous to life and property.
• The right to have access to goods and services at fair prices.
• The right to be heard and to seek redressal at appropriate forums.
• The right to consumer education.
<i>U C Vahid</i>
The consumer courts were established as a result of this Act

**Explain the structure and jurisdiction of the district, state and national consumer courts.**

Consumer courts	Structure	Jurisdiction
District consumer disputes - redressal forum	- functions at district level - president and two members - at least one woman member	After collecting evidence based on the complaint filed by the consumer, verdicts are given where the compensation claimed does not exceed Rs 20 lakhs.
State consumer disputes - redressal commission	- -state government has the right to appoint more members.	Verdicts are given on consumer disputes where compensation claimed is above Rs. 20 lakhs but upto rupees one crore.
National consumer disputes - redressal commission	- -president and not less than four members -	Verdicts are given on disputes where compensation claimed exceeds rupees one crore

**What are the important features of consumer courts**

• Simple procedures	• Fast assurance of justice	• Less court expenses
---------------------	-----------------------------	-----------------------

**Mention the situations when complaints about consumer disputes can be filed**

• When the purchased product is damaged or defective.
• Defective services received from government/ non government/ private institutions.
• Appropriation of price over and above the amount legally fixed or marked on the outer casing.
• Violation of the prevention of adulteration law
• Sale of products which are harmful to life and safety
• Loss due to trading methods which lead to unfair practices and limited consumer freedom.
• Giving misleading advertisement for increasing sales

**What are the compensations for consumer disputes obtained through consumer courts.**

• Replacing the product
• Repayment of cash paid or excess amount appropriated
• Monetary compensation for the loss
• Direction to rectify the defects in services.
• Stopping harmful trade practices
• Prohibition of the sale of harmful food items
• Reimbursement of the expenses incurred in lodging the complaint

U C Vaid

**Write the names of three - level advisory councils and its responsibility**

The district consumer protection council	State consumer protection council	National consumer protection council	The responsibility of these councils is to advise the respective governments on consumer rights
--	-----------------------------------	--------------------------------------	---

**What are the existing laws (other Acts) to protect rights of consumer?**

Sale of Goods Act, 1930	It ensures that the prescribed conditions of sale are met while purchasing products. Violation of guarantee, warranty, after sale services, etc. comes under this Act.
Agriculture Produce (Grading and Marking) Act, 1937	This Act is meant for determining the standard of agricultural products.
Essential Commodities Act, 1955	This Act protects the consumers from supernormal profit, hoarding, black marketing, etc.
Weights and Measures Act, 1976	This Act is helpful in preventing cheating in weights and measures

**Name any - government departments working for the protection of consumers' interests. How do these department ensure the interest of consumer?**

Legal Metrology Department	ensures the weights and measures standards
Food Safety Department	ensures the quality of food products
Central Drugs Price Control Committee	controls price of medicines
Drugs Control Department	ensures the quality and safety of medicines.
Food Safety and Standard Authority of India	ensures the quality of food products at various stages like production, distribution, storage, sale and import.

**What are the ways in which the intervention of the society can be made possible?**

U C Vaid

Functioning of consumer organisations
Consumer awareness
Public interest litigation
Displayed on the price list
Prevent unfair trade practices

**What are the ways by which consumer education can be ensured?**

Awareness programmes
Inclusion in the curriculum
Observance of the National Consumer Day on December 24
Poster and banners at public places
News papers and social media

**What are the ways in which consumers are empowered through consumer education?**

- Helps to consume sensibly as per the wants
- Helps to acquire information regarding products and services
- Enables the consumer to make the right choices
- Makes the consumer aware of his/her rights
- Makes them capable of intervening in consumer disputes

**What are the habits you have to develop as a good consumer**

- ask for the bill for every purchase made
- make sure that the weights and measures are accurate
- understand how to use and operate the products purchased
- make sure, while purchasing packed items, that the name of the product, date of packing, expiry date, weight, price, and producer's/distributor's address are stated
- note the **symbols** representing the standard of the products

	<ul style="list-style-type: none"> <li>• ISI stamp is given by the Bureau of Indian Standard (BIS) to ensure a fixed quality of products . This symbol can be seen in products such as electrical appliances, cement, paper, paint and gas cylinder.</li> </ul>
	<ul style="list-style-type: none"> <li>• International Organisation for Standardisation (ISO) certifies the quality of goods and services of more than 120 countries including India.</li> <li>• International Organisation for Standardisation (ISO) gives certification to different products and service institutions like hospitals, banks, etc.</li> </ul>
	<ul style="list-style-type: none"> <li>• It indicates the purity of gold jewellery</li> </ul>
	<ul style="list-style-type: none"> <li>• This symbol is used internationally to certify the safety of electronic and electrical appliances</li> </ul>
	<ul style="list-style-type: none"> <li>• Agmark symbol is used to ensure the quality of agricultural and forest products.</li> </ul>
	<ul style="list-style-type: none"> <li>• These symbols are marked to distinguish between vegetarian and non vegetarian food items.</li> </ul>
	<ul style="list-style-type: none"> <li>• It certifies the safety and quality of products processed from fruits and vegetables. FPO is the short form of Food Products Order.</li> </ul>



**fssai**  
 FOOD SAFETY AND STANDARDS  
 AUTHORITY OF INDIA  
*Inspiring Trust, Assuring Safe & Nutritious Food*

U C Vahid

9447820303



**BIS**  
 100% Hall Marked  
 Jewellery