



CLASS – 10

SOCIAL SCIENCE

Understanding Economic Development

CH-5 : Consumer Rights

Part – 5

Exercise

Rajnandini Saini

EXERCISE



1

Why are rules and regulations required in the marketplace? Illustrate with a few examples.



EXERCISE



1

Why are rules and regulations required in the marketplace? Illustrate with a few examples.

Answer : Rules and regulations are required to protect consumers from unfair trade practices.

Examples :

- Traders weigh less than what they should.
- Selling adulterated or defective goods.
- Making false claims in advertisements (e.g., powdered milk claimed to be better than mother's milk).

EXERCISE



- Cigarette companies denied the health hazards of smoking until legally challenged.



EXERCISE

2 | What factors gave birth to the consumer movement in India? Trace its evolution.



EXERCISE

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Answer :

- ▣ The consumer movement originated due to:
 - ✦ Food shortages
 - ✦ Hoarding and black marketing
 - ✦ Adulteration of food and oil

EXERCISE



- Initially (1960s), consumer groups focused on awareness campaigns. By the 1970s, they became more active, checking malpractices in ration shops, and evolved further with COPRA in 1986.



EXERCISE

3 | Explain the need for consumer consciousness by giving two examples.



EXERCISE

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Answer :

Consumer consciousness helps avoid exploitation.

Example :

- ▣ Consumers being misled by false advertisements like those for baby milk.
- ▣ People buying expired or overpriced products due to lack of awareness.

EXERCISE

4 | Mention a few factors which cause exploitation of consumers.



EXERCISE

4 | Mention a few factors which cause exploitation of consumers.

Answer :

- False or misleading advertisements
- Defective and adulterated goods
- Charging more than MRP
- Lack of awareness
- Weak enforcement of consumer laws

EXERCISE

5

What is the rationale behind the enactment of Consumer Protection Act 1986?



EXERCISE

5 | What is the rationale behind the enactment of Consumer Protection Act 1986?

Answer :

To provide legal protection against exploitation and unfair trade practices, and to empower consumers through a structured redressal system.

EXERCISE



6

Describe some of your duties as consumers if you visit a shopping complex in your locality.



EXERCISE

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Describe some of your duties as consumers if you visit a shopping complex in your locality.

Answer :

- ▮ Check MRP and expiry date
- ▮ Insist on a bill
- ▮ Examine product quality and certifications like ISI or Agmark
- ▮ Refuse to be forced into unwanted purchases
- ▮ Lodge complaints in case of unfair practices

EXERCISE

7

Suppose you buy a bottle of honey and a biscuit packet. Which logo or mark you will have to look for and why?



EXERCISE

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Suppose you buy a bottle of honey and a biscuit packet. Which logo or mark you will have to look for and why?

Answer :

Look for **Agmark** (for edible items) and **ISI** (for product quality) to ensure the product meets safety and quality standards.



EXERCISE



8

What legal measures were taken by the government to empower the consumers in India?



EXERCISE

8

What legal measures were taken by the government to empower the consumers in India?

Answer :

- Consumer Protection Act (COPRA), 1986
- Formation of Consumer Disputes Redressal Commissions (District, State, National)
- Amendments in 2019 including e-commerce and mediation
- Right to Information Act (RTI) for transparency in governance

EXERCISE

9 | Mention some of the rights of consumers and write a few sentences on each.



EXERCISE

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Answer :

- 1. Right to Safety** – Protection from hazardous goods/services.
- 2. Right to be Informed** – Access to product details (price, expiry, ingredients).
- 3. Right to Choose** – Freedom to select products/services.

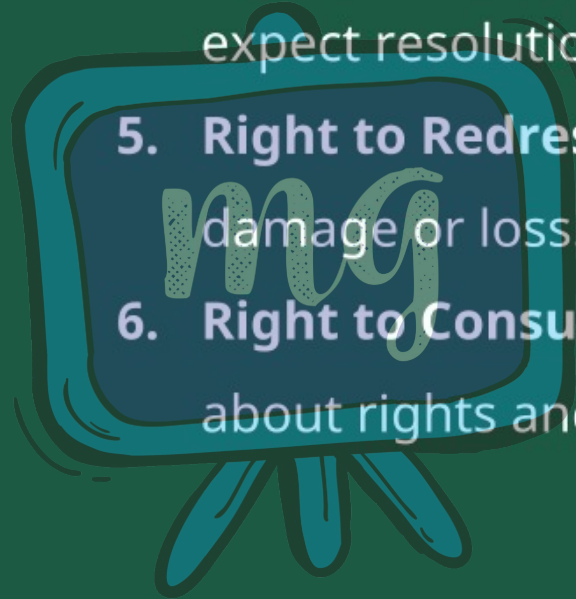
EXERCISE



4. **Right to be Heard** – Raise complaints and expect resolution.

5. **Right to Redressal** – Compensation for damage or loss.

6. **Right to Consumer Education** – Awareness about rights and responsibilities.



EXERCISE

10

By what means can the consumers express their solidarity?



EXERCISE

10

By what means can the consumers express their solidarity?

Answer :

- ▣ Forming or joining consumer forums and clubs
- ▣ Participating in awareness campaigns
- ▣ Filing complaints collectively (class action suits)
- ▣ Engaging with Residents' Welfare Associations

EXERCISE

11

Critically examine the progress of consumer movement in India.



EXERCISE

11

Critically examine the progress of consumer movement in India.

Answer :

- ▣ **Progress :** More than 2000 consumer groups exist; COPRA 1986 enacted; legal redressal system created.
- ▣ **Challenges :** Only 50-60 well-functioning groups; legal process is slow, expensive, and often lawyer-dependent.

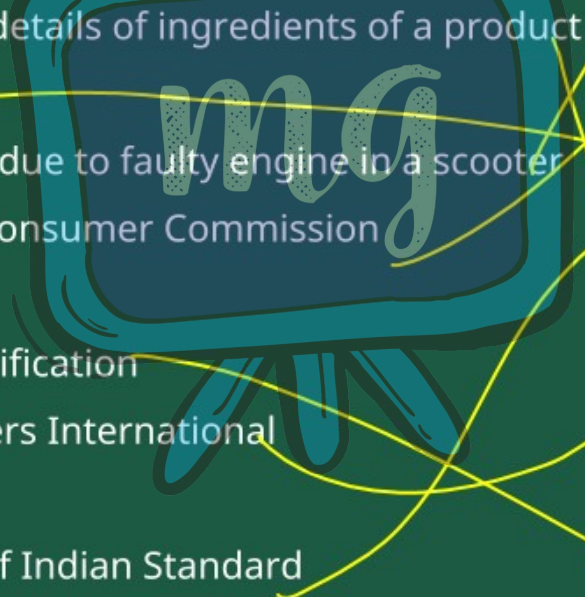
EXERCISE

- ▮ COPRA amendment 2019 improved the system, but awareness remains limited.



EXERCISE

12 | Match the following.

- 
- (i) Availing details of ingredients of a product (a) Right to safety
- (ii) Agmark (b) Dealing with consumer cases
- (iii) Accident due to faulty engine in a scooter (c) Certification of edible oil and cereals
- (iv) District Consumer Commission (d) Agency that develop standards for goods and services
- (v) Food fortification (e) Right to information
- (vi) Consumers International (f) Global level institution of consumer welfare organisations
- (vii) Bureau of Indian Standard (g) Addition of key nutrients to staple foods

EXERCISE

13

Say True or False

(i) COPRA applies only to goods



EXERCISE

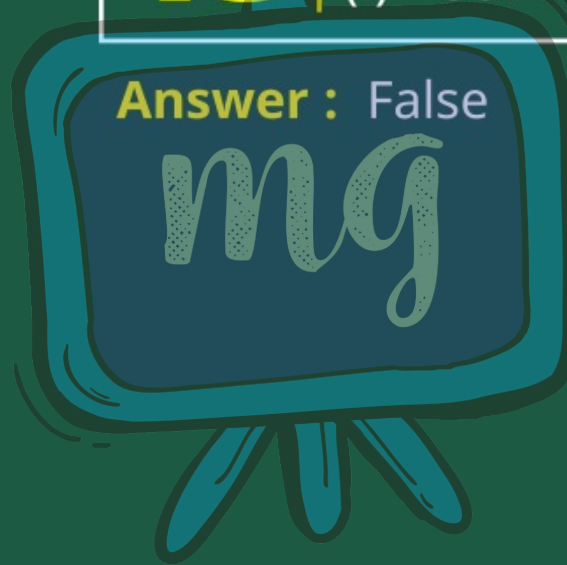
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Say True or False

(i) COPRA applies only to goods

Answer : False

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EXERCISE



13



(ii) India is one of the many countries in the world which has exclusive authorities established for consumer disputes redressal.

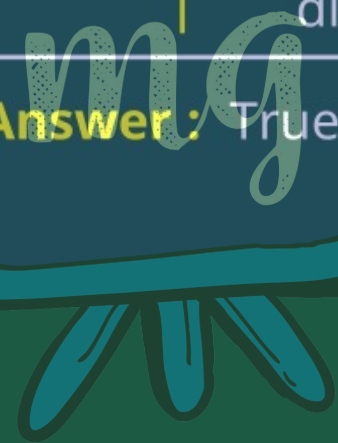
EXERCISE



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(ii) India is one of the many countries in the world which has exclusive authorities established for consumer disputes redressal.

Answer : True



EXERCISE



13

(iii) When a consumer feels that he has been exploited, he must file a case in the District Consumer Commission.



EXERCISE



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(iii) When a consumer feels that he has been exploited, he must file a case in the District Consumer Commission.

Answer : True

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EXERCISE



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(iv) It is worthwhile to move to consumer commissions only if the damages incurred are of high value.

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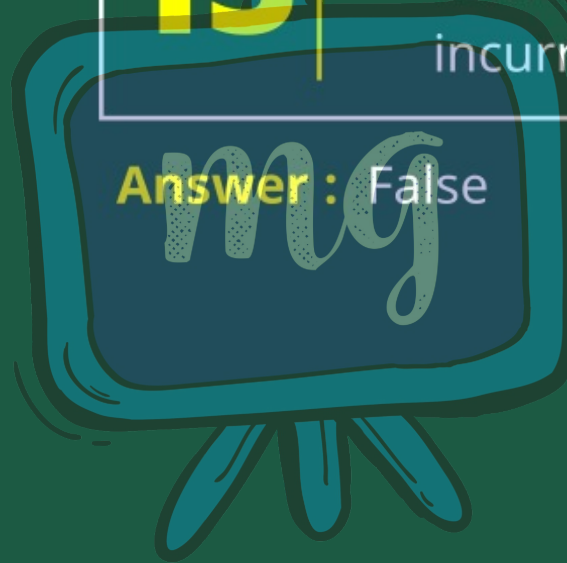
EXERCISE

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(iv) It is worthwhile to move to consumer commissions only if the damages incurred are of high value.

Answer : False

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EXERCISE



13

(v) Hallmark is the certification maintained for standardisation of jewellery.

