



CLASS – 10

SOCIAL SCIENCE

Understanding Economic Development

CH-5 : Consumer Rights

Part – 2

Consumer Rights

Rajnandini Saini

1. Consumer in the Marketplace

2. Consumer Movement

3. Consumer International

4. Consumer Rights – I

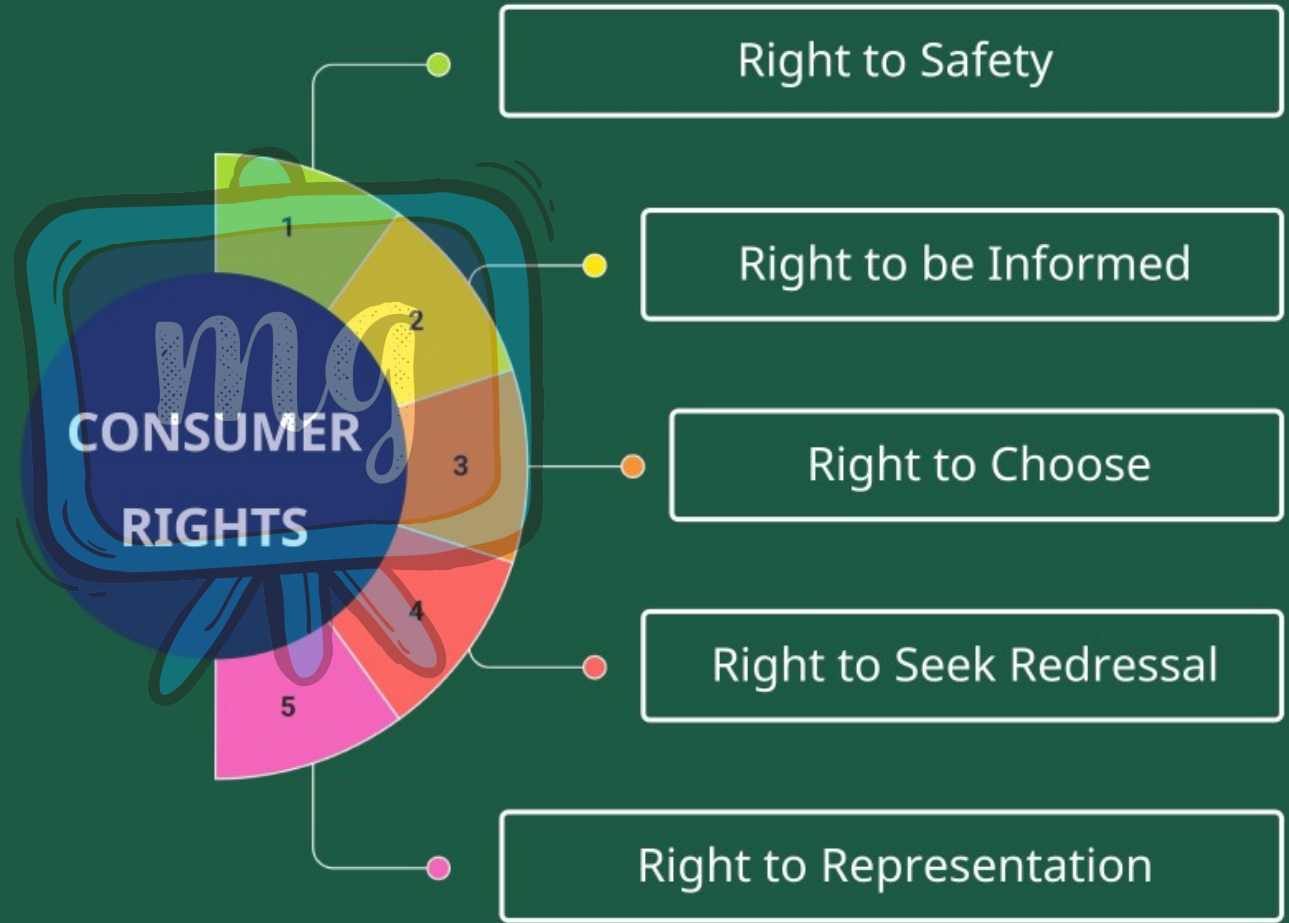
5. Consumer Rights – II, Consumer Protection Act, 1986

6. ISI and AGMARK

7. Taking the Consumer Movement Forward



Consumer Rights



1. RIGHT TO SAFETY

Consumers Have The Right To Be Protected From Hazardous Goods And Services.

Everyone knows tobacco kills people, but who can say that tobacco companies should not be free to sell tobacco?



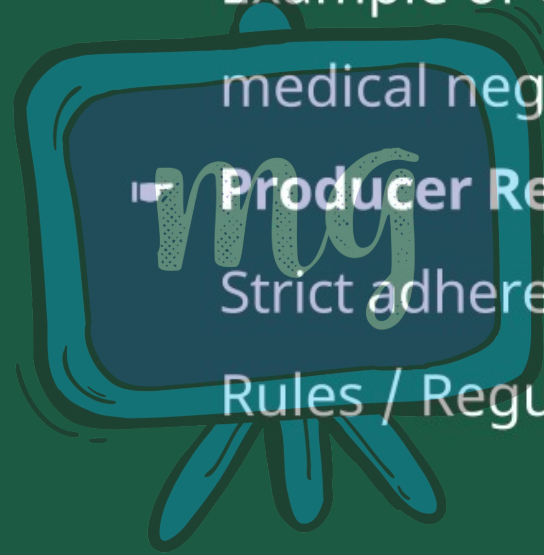
▮ Reji's Case

Example of Consumer Suffering due to medical negligence.

▮ Producer Responsibility

Strict adherence to Safety

Rules / Regulations.



- Many goods and services require special attention to safety.

Example

✦ Defective safety valves in pressure cookers can cause serious accidents.

✦ Manufacturers must ensure high quality.

- Public or Government action is needed to maintain quality.

Challenges in Consumer Protection

- ▮ Ineffective enforcement of safety rules.
- ▮ Lack of strong advocacy groups.



2. RIGHT TO BE INFORMED

Consumers Have Right To Be Informed

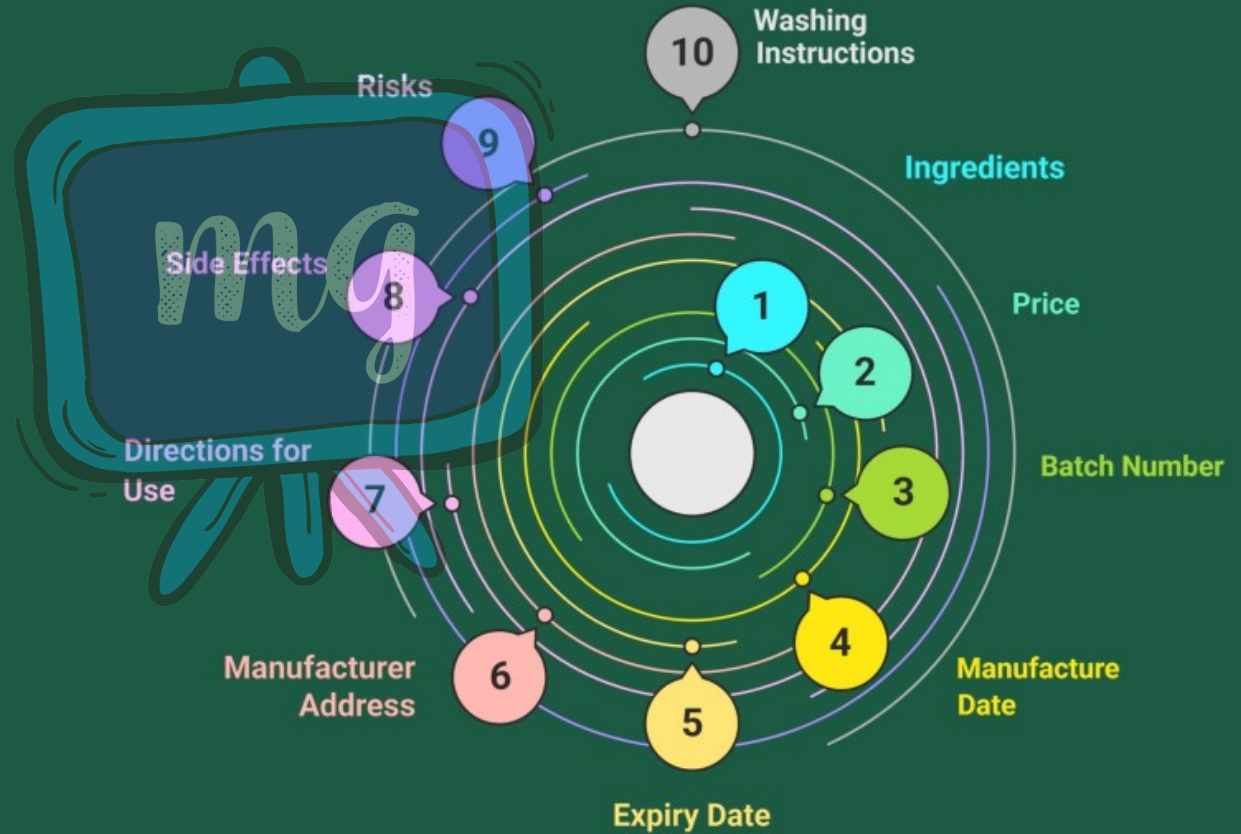
About The Particulars Of Goods & Services

↳ This Rights Enables Complaints & Claims.

✦ Defective products within expiry can be replaced.



Examples of Information



EXAMPLES OF INFORMATION BENEFITS

Expiry Date

Allows complaint & replacement for expired products.

MRP (Maximum Retail Price)

- Helps identify overpricing.
- Allows bargaining.



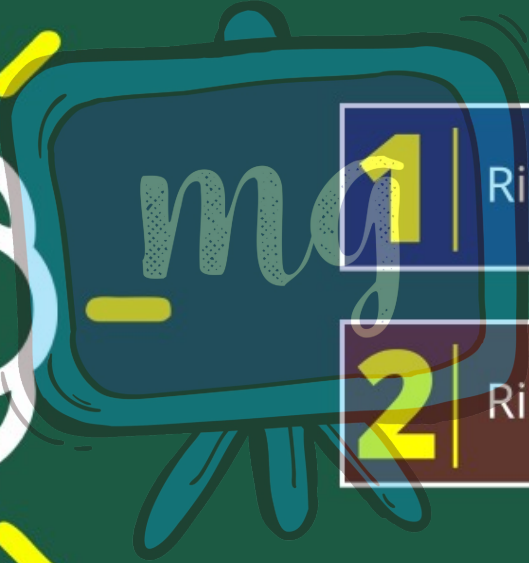
RIGHT TO INFORMATION ACT (RTI)

- Right to Information Act-2005 (RTI) in India.

- Ensures citizen access to information about Government functions.



**RIGHT TO
INFORMATION**



1 | Right to Safety

2 | Right to be Informed



1

What is the full form of RTI?

- A Right to Invest
- B Right to Information – 2005
- C Road Transport India
- D Rural Training Institute



2

Which of the following is a challenge in consumer protection?

- A High literacy rate
- B Strong legal system
- C Lack of strong advocacy groups
- D Effective enforcement of safety rules