

Class X - Social Science

Understanding Economic Development

CONSUMER RIGHTS

# CBSE NOTES

## CONSUMER RIGHTS - Revision Guide

*Revise faster with structured summaries, key points, and important ideas.*



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## 1. Define Consumer Rights.

Consumer Rights refer to the rights given to consumers to protect them from unfair trade practices. These include the right to safety, information, choice, and redressal.

## 2. Explain the need for Consumer Rights.

Consumer Rights are needed to protect consumers from exploitation in the marketplace, such as unfair pricing, adulteration, and substandard goods.

## 3. What is COPRA?

COPRA stands for Consumer Protection Act, 1986. It was enacted to provide a legal framework for protecting consumer rights in India.

## 4. List the rights under COPRA.

COPRA provides six rights: Right to Safety, Right to be Informed, Right to Choose, Right to be Heard, Right to Seek Redressal, and Right to Consumer Education.

## 5. What is the Right to Safety?

It ensures protection against goods and services that are hazardous to life and property, like defective electrical appliances.



## 6. Explain the Right to be Informed.

Consumers have the right to know the quality, quantity, potency, purity, standard, and price of goods to protect against unfair trade practices.

## 7. What does the Right to Choose mean?

It ensures access to a variety of goods and services at competitive prices, allowing consumers to make informed choices.

## 8. Describe the Right to be Heard.

Consumers have the right to voice their complaints and concerns and be assured that their interests will receive due consideration.

## 9. What is the Right to Seek Redressal?

It allows consumers to seek compensation against unfair trade practices or exploitation.

## 10. Explain the Right to Consumer Education.

It ensures that consumers are educated about their rights and responsibilities to make informed decisions.



## 11. What are Consumer Forums?

Consumer Forums or Consumer Protection Councils are organizations that guide consumers on how to file cases in Consumer Disputes Redressal Commissions.

## 12. Describe the three-tier redressal system under COPRA.

It includes District Consumer Disputes Redressal Commission (up to Rs 1 crore), State Commission (Rs 1-10 crore), and National Commission (above Rs 10 crore).

## 13. What is the role of ISI and Agmark?

ISI and Agmark are certification marks that ensure products meet certain quality standards set by the government.

## 14. How does RTI help consumers?

The Right to Information Act, 2005, empowers consumers to seek information about government services, ensuring transparency and accountability.

## 15. What is unfair trade practice?

Unfair trade practices include false advertising, misleading claims, and selling defective or substandard goods.



## 16. Explain the concept of consumer awareness.

Consumer awareness is the understanding of one's rights as a consumer to make informed choices and seek redressal when exploited.

## 17. What is the significance of National Consumer Day?

Observed on December 24, it marks the enactment of COPRA, promoting consumer rights and awareness.

## 18. How can consumers file a complaint?

Consumers can file complaints in Consumer Disputes Redressal Commissions physically or online, with or without a lawyer.

## 19. What is the importance of MRP?

Maximum Retail Price (MRP) ensures that consumers are not overcharged for goods, promoting fair trade practices.

## 20. How does consumer movement help?

The consumer movement raises awareness, advocates for stronger laws, and ensures enforcement of consumer rights.



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