

# 5) ECONOMICS [Consumer Rights] BESTSTUDY.

1) Has COPRA succeeded in its objective particularly to make people aware about the malpractices in the market and has it proved valuable? Elaborate your answer with suitable arguments.

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Ans:

The COPRA has not succeeded in its objectives to make people aware about the malpractices in the market.

- (i) The consumer redressal process in India is becoming cumbersome, expensive and time consuming.
- (ii) In most purchases, cash memos are not issued hence evidence is not easy to gather.
- (iii) Moreover most purchases in the market are small retail sales.
- (iv) The existing laws are not very clear on the issue of compensation to consumers injured by defective products.
- (v) After 20 years of enactment of COPRA, consumer awareness in India is spreading but slowly.
- (vi) Laws that protect workers, especially in the unorganised sectors are weak.
- (vii) Similarly, rules and regulations for working of markets are often not followed.

2) Identify the qualities of a well informed consumer.

Ans:

Following are the qualities of a well informed consumer:-

- (i) While purchasing goods, consumer should look at the quality of product, the market price, the guarantee & warranty period.



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- (ii) Consumer should purchase preferably standardized products which contain seal of ISI, hallmark or Agmark.
- (iii) Consumer should ask for the cash memo or warranty card.
- (iv) Consumer should know his rights and must exercise them.
- (v) Consumer should know how to proceed if he is cheated.

3) Explain the role of State Consumer Disputes Redressal Commission and the role of National Dispute Redressal Commission to give justice to Reji Mathew?

Ans: Reji Mathew, a healthy student of class 9<sup>th</sup> was admitted in a private clinic of Kerala for the removal of tonsils. But because of improper Anaesthesia, Reji showed symptoms of some brain abnormalities because of which he was crippled for life.

(i) Role of State Consumer Disputes

Redressal Commission:- His father filed a case in State Consumer Disputes Redressal Commission involving compensation of ₹ 50,000 for medical negligence and deficiency in service. But the state commission saying that the evidence was not sufficient dismissed it.

(ii) Role of National Consumer Disputes Redressal Commission:- Reji's father appealed in the National Consup. .... Commission located in New Delhi. The National commission after looking into the complaint held the

hospital responsible for medical negligence and directed it to pay the compensation.

4. How consumer movements are responsible for to spread awareness among the consumers?

- Ans =
- (i) Consumer's movement in India has led to the formation of various organisations locally known as consumer forums.
  - (ii) They guide consumers on how to file case in the consumer court.
  - (iii) On many occasions, they also represent individual consumers in the consumer courts.
  - (iv) These voluntary organisations also receive financial support from the governments for creating awareness among the people.
  - (v) It works for the protection of consumer's rights.

5. Explain any five ways by which consumers are exploited in real life?

- Ans =
- (i) Sometimes traders indulge in unfair trade practices such as when they weigh less than what they should.
  - (ii) Shopkeepers add charges that were not mentioned before.
  - (iii) By selling defective and duplicate products, they cheat consumers.
  - (iv) Markets do not work in fair manner when common producers are few and powerful whereas consumers purchase in small amounts and are scattered.
  - (v) Adulteration is the common way adopted by sellers to exploit consumers.

(6.) Highlight the functions of consumer protection Council or consumer forum.

Ans:

- (i) The consumer movement in India led to the formation of various organisations locally known as consumer forums & consumer protection council.

For Rest refer to Q. (4).

(7.) Suppose you are the owner of a Multinational Chocolate manufacturing company. Write down the principle you would abide by before market your chocolates.

Ans:

- (i) We should follow the safety rules and regulations prescribed by the government.
- (ii) We should provide all the information such as manufactured date, expiry date, batch no. etc.
- (iii) We should also provide our address.
- (iv) We should also write our helpline no. on the packing.
- (v) We should use environment friendly packaging material.

(8.) How will you get compensation if a complaint goes to the consumer court? Explain with suitable examples.

Ans:

A consumer has the right to seek redressal against unfair trade practices and exploitation. Consumer has the right to get compensation depending upon the degree of damage. Under COPRA, a three-tier quasi-judicial machinery at district, state and national