

NAME - Subhashree

CLASS - X

SEC - A

SUBJECT - Economics project

SCHOOL - ODM PUBLIC SCHOOL

SCHOOL NO - 2594

# CONSUMER RIGHTS

Consumers are protected by the Consumer bill of rights. The bill states that consumers have the rights to be informed, the right to choose, the right to safety, the right to be heard, the right to have problems corrected, the right to consumer education, and the right to service.

## RIGHTS OF CONSUMERS

Six consumer rights have been defined in the Bill, including the rights to:

- I) Be protected against marketing of goods and services which are hazardous to life and property.
- II) Be informed to the quality, quantity, potency, purity, standard and price of goods or services.
- III) Be assured of access to a variety of goods and services at competitive price, and
- IV) Seek redressal against unfair or restrictive trade practices.

# THE RIGHTS TO CONSUMER EDUCATION

This means the right to acquire the knowledge and skill to be an informed consumer through out life. Ignorance of consumers, particularly of rural consumers is mainly responsible for their exploitation. They should know their rights and must exercise them.

## THE RIGHTS TO SERVICE

The Rights to Service act contains statutory laws and provisions to ensure time-bound delivery of public services to citizens of India. It also defines the statutory mechanism to punish delinquent public officers if they fail to deliver the requested service within a stipulated time.

## THE RIGHTS TO BE HEARD

The Act defines the 'Right to Heard' as they 'right to be heard and to be assured that consumers' interest will receive due consideration at appropriate forums. The right ensure the consumers come forward without any fear, file the complaint and raise

their voice against any Product and Services

## THE RIGHT TO HAVE PROBLEMS CORRECTED

Sometimes products do not work properly after they are purchased. Usually it is a customer takes a defective item back to a store with receipt, business will replace it or issue a refund.

## THE RIGHT TO BE INFORMED

Individuals have the right to be informed about the collection and use of their personal data; you must provide individuals with information including your purposes for processing their personal data, your retention periods for that personal data, and who it will be shared with.

## RIGHT TO CHOOSE

The more mature a society, the more choices are available to its people in every sphere. The consumer protection Act describes the right to choice as the right to be assured, wherever possible, access to a variety of goods and services at competitive prices.

## EXISTING RIGHTS OF CONSUMERS

There were a total of 6 consumers rights which have been defined in the Consumer protection Bill and those are:-

- \* Right to safety
- \* Right to be informed
- \* Right to choose
- \* Right to be heard
- \* Right to seek redress
- \* Right to consumer education

WORLD CONSUMER RIGHTS DAY



15 MARCH