

# NIOS lesson adaptation project

by  **Embrace** Volunteers  
The power within you!

(A community initiative of Harchan Foundation Trust)

## CHAPTER -17

### RIGHTS AND RESPONSIBILITIES OF CONSUMERS

This project is aimed at supporting children with different needs. Information provided is adapted to the best of knowledge by the volunteers. For complete information please refer to the NIOS resources in <https://www.nios.ac.in/online-course-material/secondary-courses.aspx>.

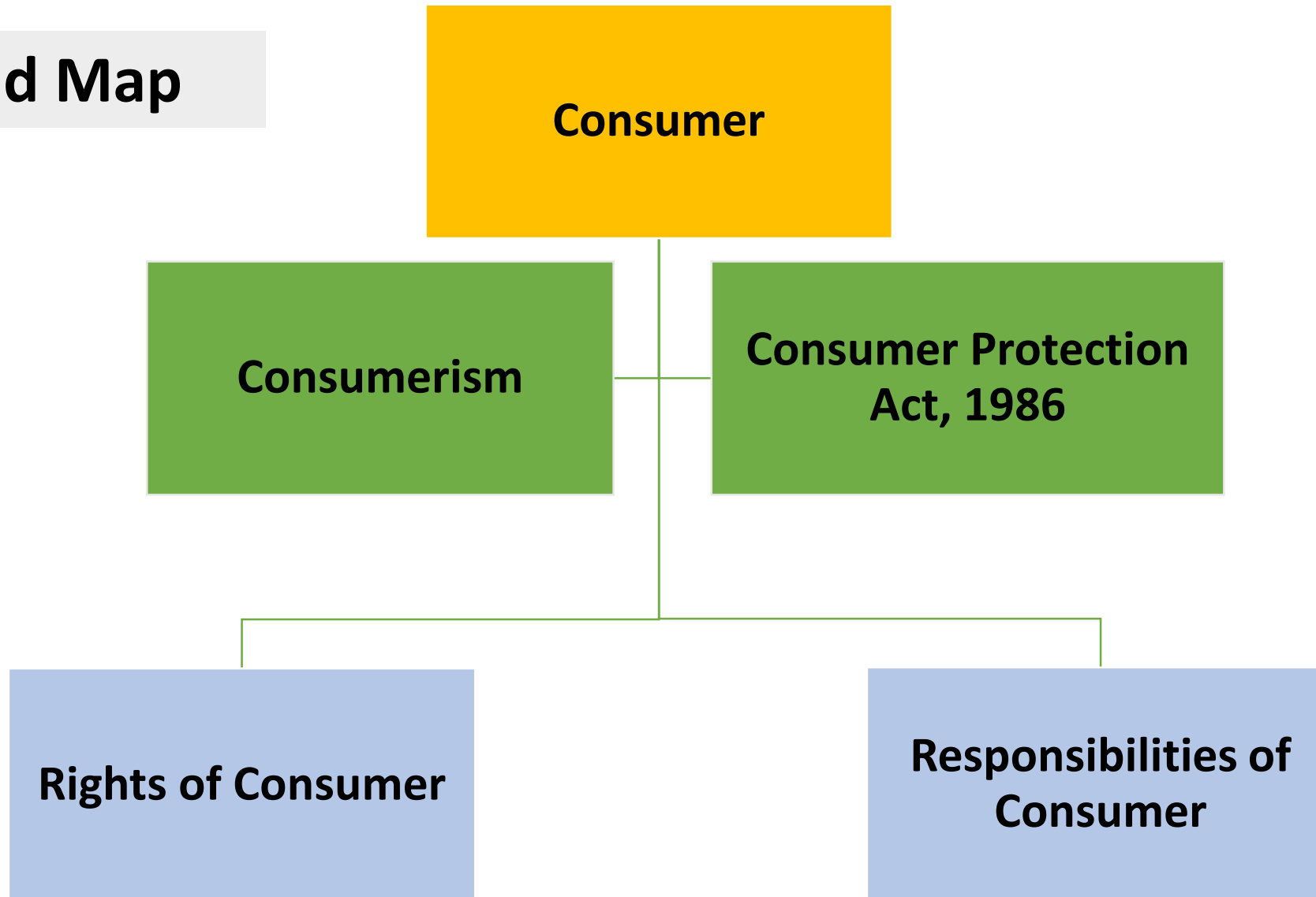
## KWL Chart

K - What does the child KNOW	W - What does the child WANT to know	L - What has the child LEARNT
	Who is a Consumer?	
	What is meant by Consumerism?	
	Consumer Protection Act, 1986	
	Rights of Consumer	
	Responsibilities of Consumer	

# Meanings

NEW WORD	MEANING
Dependant	A person who needs support
Resale	Selling again
Perishable	Which gets spoiled in a short time
Reliable	Which can be trusted
Ethical	Being honest, truthful and morally correct

## Mind Map



# Who is a Consumer?

Consumer is the one who buys goods and services for use.

**A consumer may buy goods and services for:**

- ☐ Personal use
- ☐ The use of family members or dependants

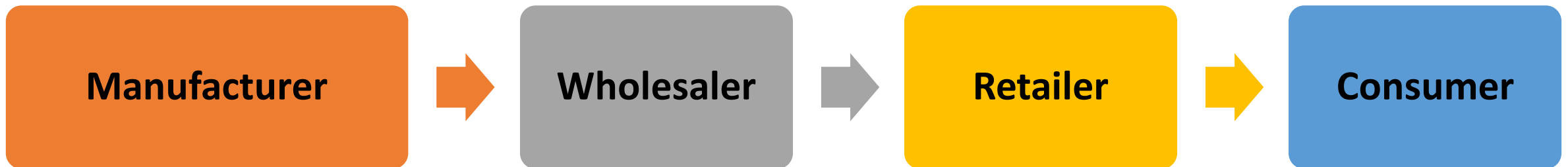


# Who is NOT a Consumer?

Anyone who buys goods for Resale is NOT a consumer.

If a retailer buys goods from a wholesaler, he/she is NOT a consumer.

The retailer is a Trader because he/she buys goods for Resale, not for use.



# Goods

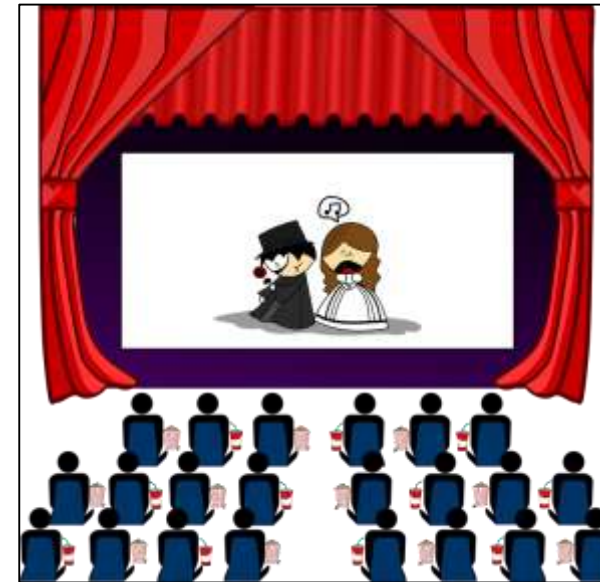
The two types of Goods are:

Consumable Goods	Durable Consumer Goods
Perishable items	Long-lasting goods
<u>Example</u> : Fruits, Dals, Rice, Flours etc.	<u>Example</u> : TV, Refrigerator, Bicycle etc.



# Services

Services that consumers buy may include Hair Salon,  
Doctor consultation, cinema theatre service, etc.





## Consumer of Goods

- ☐ A person who buys consumable goods (dals, fruits etc) or durable consumer goods (TV, AC etc) for use.
- ☐ Can verify the quality of goods physically.
- ☐ Can store goods.

## Consumer of Services

- ☐ A person who buys services like hair cutting, electricians service etc.
- ☐ Cannot verify the reliability and regularity of services.
- ☐ Cannot store services.

# Consumerism

- ❑ **Consumerism** refers to a **movement by consumers** to ensure ethical practices on the part of manufacturers, traders, dealers and service providers .
- ❑ This movement will be successful if consumers are aware of their rights and responsibilities while using goods and services.

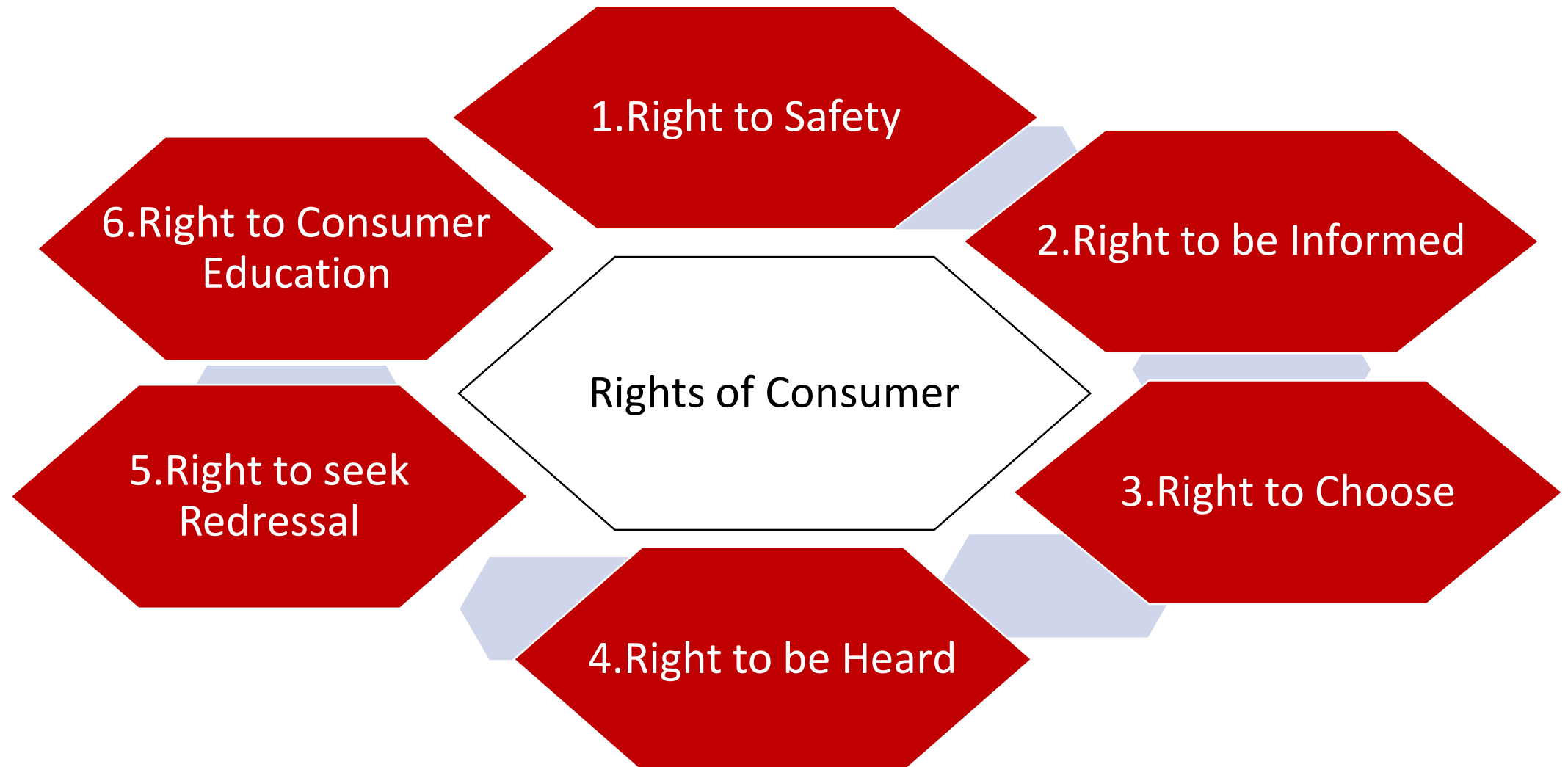
# Consumer Protection Act, 1986

## The Consumer Protection Act, 1986:

- ❑ Consumers can seek legal remedy for unfair practices with respect to goods and services.
- ❑ Consumer courts are established to protect consumers.



# Rights of Consumer



# Rights of Consumer

## 1. Right to Safety:

Even after taking all precautions, if a product causes loss or injury, consumer can complain against the seller and claim compensation.

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## 2. Right to be Informed:

Seller must inform the consumer about:

- Quality of the product
- Quantity of the product
- Safety precautions, if any.

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## 3. Right to Choose:

- Sellers must not force or mislead the customer to buy a product.
  - Consumer should have his/her freedom to choose any product.
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# Rights of Consumer

## 4. Right to be Heard:

Consumer opinions and suggestions must be heard by:

1. Government and public bodies
2. Manufactures, dealers and advertisers
3. Law courts dealing with consumer complaints

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## 5. Right to seek Redressal:

In case of loss or injury, consumer gets:

1. Refunds
2. Replacements
3. Compensations

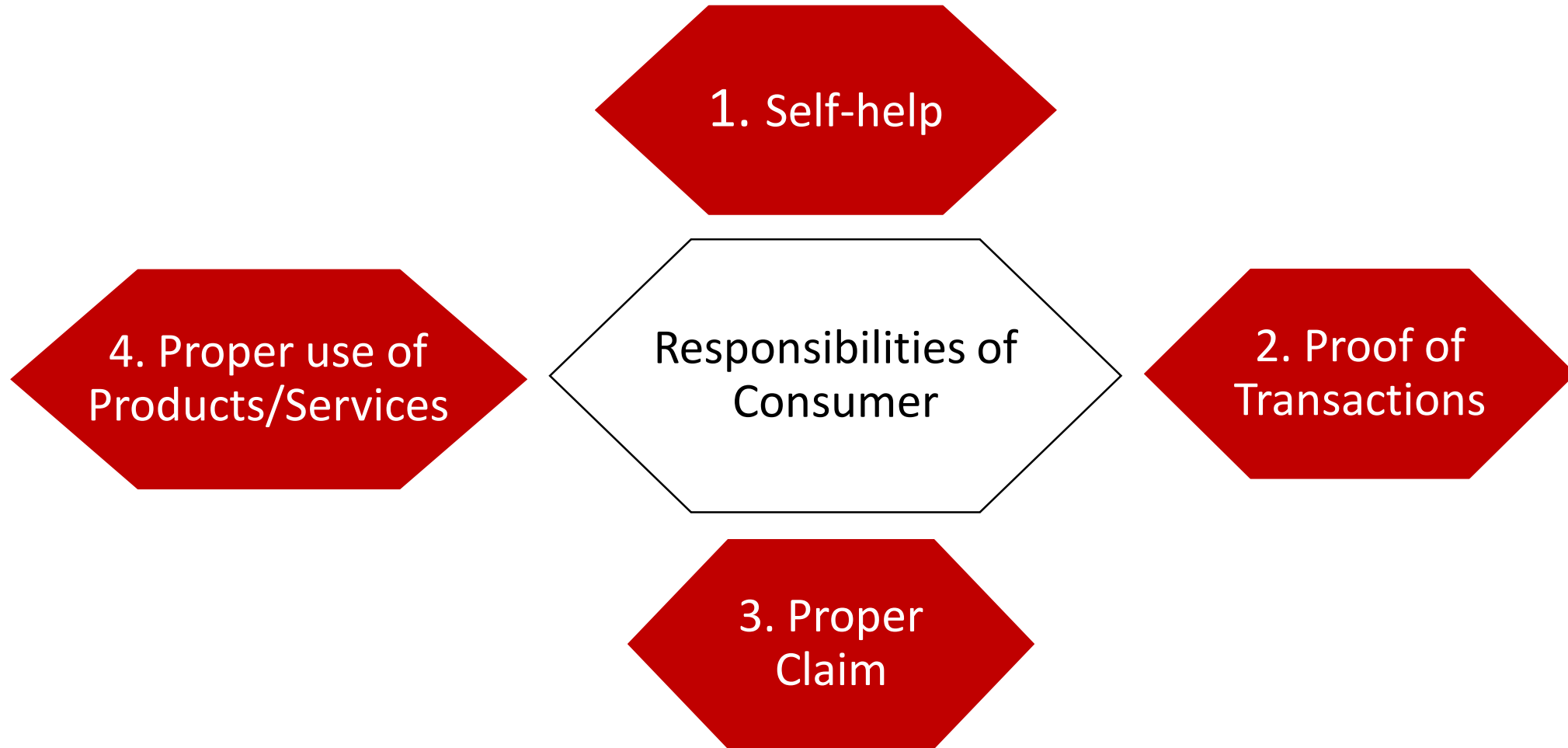
# Rights of Consumer

## 6. Right to consumer education:

Government must educate consumers about:

- ☐ How sellers cheat consumers
  - ☐ How consumers can protect themselves
  - ☐ Laws that prevent unfair trade practices
  - ☐ Procedure to lodge complaints in consumer courts
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# Responsibilities of Consumer





# Responsibilities of Consumer

Self-help:

Consumer must find out all the information about the product or service before buying.

Proof of Transaction:

Consumer must preserve:  
Receipt/Bill of every purchase  
Warranty and Guarantee cards

Proper Claim:

In case of loss or injury due to a product or service, consumer must claim a reasonable compensation.

Proper use of Products/Services

Consumer must:  
Handle the products with care  
Do the timely payment in credit purchases

# List of Volunteers

## Embrace-NIOS lesson adaptation project

(A community initiative of Harchan Foundation Trust)

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"volunteers don't necessarily have the time, they just have the **HEART**."

~ elizabeth andrew

Thank You  
Volunteers.

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