

S4JC - Excellence Programme

Synopsis

SUB- Organisation of Commerce & Management

ch-5.- Consumer Protection. HSC weightage-17 marks.

5.2 Consumer Protection :- It means safeguard the interest of the consumers and allowing them to exercise their rights.

Importance

- 1 Seller dominant market
- 2 Ignorance of consumers
- 3 Tendency of the consumers
- 4 Unorganised Consumers
- 5 Nature of products
- 6 Lack of information
- 7 Lack of participation of consumers
- 8 Increase in consumption rate
9. To restrict unfair trade practices.

5.3 Rights of consumers :-

Consumer Protection Act 1986

Consumer Rights Day 15th March

1. Right to Safety
- 2 Right to information
3. Right to choose
- 4 Right to be heard
- 5 Right to Redressal
- 6 Right to Education
- 7 Right to Healthy Environment
- 8 Right to Protect Against Unfair Trade Practices
- 9 Right to Protect Against Supurious Goods

5.4 Consumer Responsibilities

- 1 Critical Awareness
- 2 Action
- 3 Social Concern
- 4 Environmental Concern
- 5 Sustainable Consumption
- 6 Working together.

5.5 Ways and means of consumer protection.

1. Lok Adalat - Its also called as People's Court. It is established by Government to settle disputes by compromise.
2. Public Interest Litigation (Janahit Yachika)
3. Redressal Forum → District Forum, State Commission & National Commission
4. Awareness Programmes - World Consumer Rights Day - 15th March & National Consumer Day of India - 24th December
- 5 Consumer Organisation
- 6 Consumer Welfare Fund
- 7 Legislative Measures.

Distinguish Between

- 1 District Forum & State Commission
- 2 State Commission & National Commission
- 3 District Forum & National Commission.