

CBSE • CLASS 10 • SOCIAL SCIENCE

ECONOMICS

CHAPTER 05

# Consumer Rights



CHAPTER NOTES



# CONSUMERS AND EXPLOITATION

## Consumers and producers

- Consumers buy and use final goods and services to meet their needs.
- Producers make goods or provide services.  
A person can be both a producer and a consumer.

## Why consumers may be weak

- Consumers often buy small amounts and are scattered.
- A few large firms may have more money, power and information than individual buyers.
- A seller may wrongly shift all responsibility to the buyer after a sale.

## Unfair trade practices

- Giving less weight or quantity than promised.



- Adding charges that were not disclosed earlier.
- Selling adulterated or defective goods. Adulteration means mixing inferior or harmful material into a product.
- Giving false or misleading information through advertisements.

## Why protection is needed

- Rules, consumer organisations and proper enforcement help protect buyers from exploitation.
- The chapter describes misleading claims about baby milk powder and the long struggle to expose tobacco-related risks.

# THE CONSUMER MOVEMENT

## Why the movement began

- Consumers were dissatisfied with unfair practices and had little effective protection.
- Food shortages, hoarding, black marketing and adulteration increased the need for collective action.
- Hoarding means holding back supplies. Black marketing means illegal sale, often at high prices.

## Changing responsibility

- Earlier, buyers alone were expected to be careful.
- Consumer organisations pressed sellers to take responsibility for the quality of goods and services.

## Historical timeline

- 1960s: organised consumer movement grew in India.
- 1970s: groups wrote articles, held exhibitions, and raised ration-shop and transport complaints.
- 1985: the United Nations adopted Guidelines for Consumer Protection.
- 1986: India enacted the Consumer Protection Act, popularly called COPRA.
- 2019: a new Consumer Protection Act replaced the earlier Act.

## International cooperation

- Consumers International is an umbrella organisation connecting consumer organisations across countries.

# RIGHT TO SAFETY

## Meaning

- Consumers have the right to protection against goods and services that are hazardous to life and property.

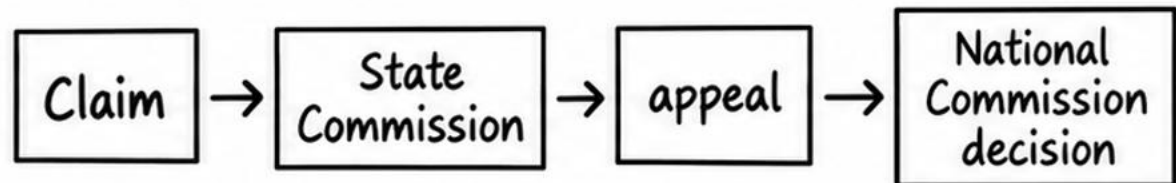
## Producer's responsibility

- Manufacturers and service providers must follow required safety rules and maintain quality.
- A defective pressure-cooker safety valve can cause a serious accident.
- Public action and government supervision help ensure that safety standards are followed.



## Reji Mathew: the chapter's case

- Reji was a school student in Kerala. Improper anaesthesia during an operation caused permanent disability.
- His father complained about medical negligence and deficiency in service.
- Compensation claimed: ₹5 lakh.
- The State Consumer Commission dismissed the complaint because it found the evidence insufficient.
- His father appealed to the National Consumer Commission.
- The National Commission held the hospital responsible for negligence and directed it to pay compensation.



# RIGHT TO INFORMATION

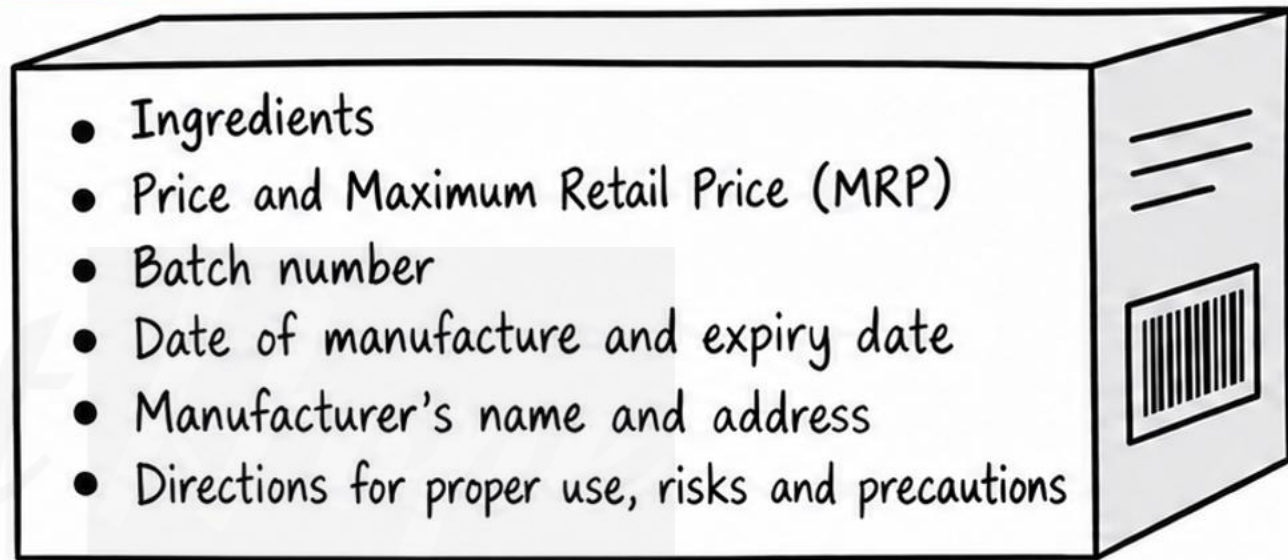
## Meaning

- Consumers have the right to know the important particulars of the goods and services they buy.
- Information helps them compare products, choose safely and make a complaint if something is wrong.

## MRP rules

- MRP means Maximum Retail Price.
- A packaged product must not be sold above its printed MRP.
- It may be sold below the MRP; consumers can ask for a lower price.
- If a product is defective, consumers can complain and seek replacement or compensation.
- Keep the package and purchase receipt as useful evidence.

## Details to check on a package



- Medicines need usage and risk information. Garments may carry washing instructions.



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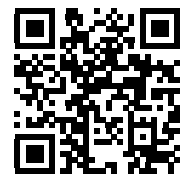


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