

CBSE • CLASS 10 • SOCIAL SCIENCE

ECONOMICS

CHAPTER 05

Consumer Rights



NCERT SOLUTIONS



CONSUMER RIGHTS

Question: 1. Why are rules and regulations required in the marketplace?
Illustrate with a few examples.

Answer: Consumers often buy in small amounts and have less information or power than sellers.

Rules are needed to prevent unfair practices and hold sellers responsible.

Examples:

- Correct weights prevent a buyer from receiving less than the paid quantity.
- Food-quality rules help prevent adulterated goods.
- Safety standards help protect buyers from dangerous products.
- Rules against misleading advertisements prevent false claims.
- Accurate labels and prices help buyers make informed choices.

Rules should be enforced, not merely written. They protect health, safety and fair treatment in the market.

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Q2. What factors gave birth to the consumer movement in India? Trace its evolution.

Answer:

- Food shortages, hoarding, black marketing, adulteration and other unfair practices caused dissatisfaction.
- Consumers were often blamed for choosing badly and lacked effective protection.

Evolution:

- 1960s: An organised consumer movement developed to protect consumers' interests.
- 1970s: Groups spread awareness through articles, exhibitions and action against problems in ration shops and transport.
- 1986: The government enacted the Consumer Protection Act, known as COPRA.
- Later: More consumer groups and awareness efforts developed.
- 2019: A new Consumer Protection Act replaced the 1986 Act and strengthened protection, including for online purchases.

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Q3. Explain the need for consumer consciousness by giving two examples.

Answer:

Consumer consciousness means knowing one's rights and paying attention while buying goods or services.

It helps people identify unfair practices and take action.

Example 1: Packaged food

A buyer checks ingredients, expiry date, net quantity and price. This helps avoid expired goods or overcharging.

Example 2: Incorrect weight

A buyer notices that a seller gives less than the paid quantity. The buyer asks for correct measurement and keeps the bill as evidence.

An aware consumer does not rely only on advertisements or quietly accept unfair treatment.

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Q4. Mention a few factors which cause exploitation of consumers.

Answer:

- Consumers may lack information about quality, price or their rights.
- Buyers are scattered and often purchase only small quantities.
- Large or powerful producers can influence markets and advertising.
- False claims can mislead buyers.
- Sellers may use false weights, adulterate goods or hide extra charges.
- Buyers may not receive or keep bills, making proof difficult.
- Weak enforcement allows unfair practices to continue.

These factors place an individual consumer in a weaker position. Awareness, collective action and effective regulation can reduce exploitation.



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