Consumer Rights

- **Meaning**
  - Consumer
  - Consumers Rights
  - Consumer Exploitation
- **Consumer in the market place**
  - Forms of consumer exploitation
    - Under measurement
    - Sub-standard good
    - High Prices
    - Adultration & Impurity
    - False Claims
    - Hoarding & black Marketing
    - Unsatisfactory after sale service
    - Rough Behavior & Undue conditions
  - Factors causing exploitation of consumers
    - Limited Information
    - Limited supply
    - Limited compitition
    - Low Literacy
- **Consumer Movements**
- **Consumers Rights**
  - Right to safety
  - Right to Information
  - Denial of Choice
  - Right to seek Redressal
  - Right to Represent
- **Steps taken by the government for protection of consumers**
  - Legislative steps
    - Copra, 1986
      - Three tier quasi-judicial system
        - District level court (Up to 20 lakhs)
        - State level court (20 – 1 crore)
        - National level Court (More than 1 crore)
      - Sperate Dept. for consumer welfare both in central and state govt.
  - Administrative steps
    - PDS
  - Technical steps
    - BIS/ISI
    - Agmark
    - RPO
- **Learning to become well - Informed consumers**
  - Duties of the consumer.
- **Taking the consumer movement forward**