

Role of Consumer Organisations & NGOs

1 Mark Question

1. Name any two Non-Governmental Organisations (NGOs) which are working in India to protect and promote the consumer interests. (All India 2010)

Ans. (i) Consumer Guidance Society of India (CGSI), Mumbai.
(ii) Voluntary Organisation in Interest of Consumer Education (VOICE), Delhi.

4/5 Marks Question

2. Explain any four functions of consumer organisation and Non-Government Organisations (NGOs) for protecting and promoting the interest of consumers. (Delhi 2009)

Ans. Consumer organisations and NGO's perform several functions for the protection and promotion of interest of consumers. These include

- (i) Educating the general public about consumer rights by organising training programmes, seminars and workshops.
- (ii) Publishing periodicals and other publications to impart knowledge about consumer problems, legal reporting, reliefs available and other matters of interest.
- (iii) Carrying out comparative testing of products and publish results for consumer welfare.
- (iv) Encouraging consumers to strongly protest and take an action against unscrupulous, exploitative and unfair trade practices of sellers.