Practical Assignment Class: XII Subject: Home Science

- 1. Develop a leaflet/pamphlet for Consumer Education and Protection on any one of the following:
- a) Consumer Protection Act (CPA)
- b) Consumer responsibilities
- c) Consumer organization
- d) Consumer Problems

Note: Some samples are attached herewith for your reference.

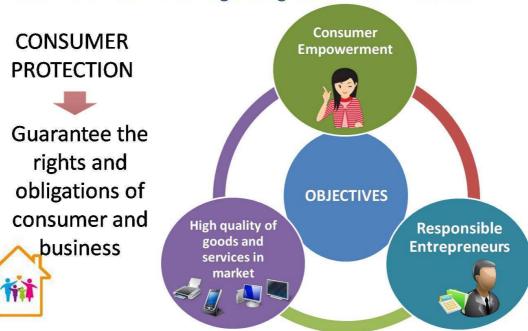
RIGHTS OF CONSUMER

- · Right to Safety
- · Right to Information
- · Right to Choice
- · Right to be Heard
- · Right to Seek Redressal
- · Right to Consumer Education
- · Right to Basic Needs
- · Right to Healthy Environment





Law No 8 Year 1999 regarding Consumer Protection



CONSUMER PROTECTION ACT, 1986











Problems faced by Consumer:

- Some problems of consumers exploitation
- Pricing.
- Adulteration.
- Duplication.
- Artificial demand.
- Ignore standard.
- Advertising.
- Product risk.
- Warranty and Services.





Consumer's Responsibilities

- Consumers must exercise his Rights.
- Cautious consumer do not buy blindly.
- Filing complaint for the Redressal of Genuine Grievances.
- Do not compromise on Quality.
- Beware of false advertisement.
- Don't forget to take receipt and guarantee card.

Consumer Responsibilities -

- · Responsibility of self help
- Proof of transactions
- · Proper claim
- · Proper Use of product or services



RESPONSIBILITIES OF A CONSUMER



- Be aware of various goods & services available in the market
- Buy standardize products only (eg: ISI marked products)
- Be aware of each & every aspect of the product while purchasing it
- Buy legal products
- Ask & take the proof of the purchase
- File a complaint in an appropriate consumer forums
- Respect the environment