

# NTSE

NCERT Solutions for Class 10 Social Science  
ECONOMICS – Consumer Rights



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**1. On purchase of any commodity, what are the details given on the packaging? Why is it important for manufacturers to display this information?**

**Ans.** These details are about ingredients used, price, batch number, date of manufacture, expiry date & the address of the manufacturer. It is important to display this information as consumers have the **right to be informed** about the particulars of goods & services & ask for compensation or replacement if the product proves to be defective in any way.

**2. What is the Right to Information (RTI) Act?**

**Ans.** In recent times, the right to information has been expanded to cover various services provided by the govt. In October 2005, the govt. of India enacted a law, popularly known as RTI (Right to Information) Act, which ensures its citizens all the information about the function of govt. departments.

**3. When is the National Consumers Day observed & what is its significance for India?**

**Ans.** India has been observing 24 December as the National Consumers Day. It was on this day that the Indian Parliament enacted the Consumer Protection Act in 1986.

**4. What do you understand by the term 'consumer rights'?**

**Ans.** Exploitation in the marketplace happens in various ways. Consumer rights deals with those rules & regulations that are required for protection of the consumers in the marketplace. Some of the important rights of consumers can be classified as: **right to be informed; right to choose; right to represent, right to seek redressal in consumer courts.**

**5. What are the various ways by which people may get exploited in the market?**

**Ans.** Exploitation of consumers may take a variety of forms like sometimes traders indulge in unfair trade practices such as when shopkeepers weigh less than what they should or when traders add charges that were not mentioned before, or when adulterated/defective goods are sold, or in the form of black marketing, hoarding etc.

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

**Ans.** In India, consumer movement as a 'social force' originated with the necessity of protecting & promoting the interest of consumers against unfair trade practices. Rampant food shortages, hoarding, black marketing, adulteration of food & edible oil gave birth to the consumer movement in an organized way in the 1960s. Till the 1970s, consumer organizations were largely engaged in writing articles & holding exhibitions. They formed consumer groups to look into the malpractices in ration shops & overcrowding in the road passenger transport. More recently, India witnessed an upsurge in the number of consumer groups. A major step taken by the Indian govt. was the enactment of the Consumer Protection Act 1986 (COPRA).

**7. What are the UN Guidelines for Consumer Protection?**

**Ans.** In 1985, the United Nations adopted the UN Guidelines for Consumer Protection. This was a tool for nations to adopt measures to protect consumers & for consumer advocacy groups to press their governments to do so. At the international level, this has become the foundation for consumer movement. Today, Consumers International has become an umbrella body of 240 organizations from over 100 countries.

**8. Write a short note on the Right to choose as an important consumer right.**

**Ans.** In the case of goods, the right to choose means the consumers can choose any good or product over other products available in the market. In case of services, any consumer who receives a service in whatever capacity, regardless of age, gender & nature of service, has the right to choose whether to continue or stop availing the service.

**9. What is the function of consumer protection councils or consumer forums in India?**

**Ans.** The consumer movement in India has led to the formation of various organizations locally known as consumer forums or consumer protection councils. They guide consumers on how to file cases in consumer court. On many occasions, they also represent individual consumers in the consumer courts. These voluntary organizations also receive financial help from the govt for creating awareness among the people.

**10. Write a short note on the Consumer Protection Act, 1986 (COPRA).**

**Ans.** In 1986, the government of India enacted the Consumer Protection Act (COPRA) which led to the formation of a three tier quasi-judicial machinery at the district, state & national levels for redressal of consumer disputes. The district level court deals with cases involving claims up to Rs 20 lakhs, the state level courts between Rs 20lakhs to Rs 1 crore & the national level court deal with cases involving claims exceeding 1crore. This Act has enabled the consumers to have the **right to represent** in the consumer courts.

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