

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



Guarantee the
rights and
obligations of
consumer and
business



CONSUMER PROTECTION ACT, 1986



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**“NEED FOR CONSUMER PROTECTION ACT
IN AN ERA OF FREE COMPETITION
WHERE CONSUMER IS THE KING
THEREFORE, KING NEED PROTECTION”**



These PPT is for learning purpose and not for official use



Consumer Rights Organisation®
उपभोक्ता अधिकार संगठन
www.thecro.in

PROTECTION OF CONSUMERS



Problems faced by Consumer:

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



**CAUTION, CARE, AWARENESS
YOUR WEAPON AGAINST
FALSE MISLEADING AD PROMISES**

JAGO GRAHAK JAGO

100% PLACEMENT
100% WILL
100% JOB
100% MBA

PLOTS FLOORS
Ed / JBT

"International MBA in 6 Months!"
"Lose upto 15 Kgs in 20 days!"
"Job Opportunity abroad!"
"Buy 1 Get 5 Free" !"

Advertisements such as above can mislead. Your surest weapon against such dubious claims - is your own insight. Read, verify, cross check before taking a decision.

Advertisements that Mislead are Acts of Misdeed.

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

