

National Institute of Open Schooling
Secondary- Economics (214)
Lesson 24: Consumer Awareness
Worksheet 24

1. “Consumer Awareness is extremely important for any consumer because it helps him/her to know about the good or services he avails.” On the basis of the above statement, write about various forms of consumer awareness.
2. Nowadays, it is mandatory for a consumer to be aware of his/her own rights and responsibilities so as to identify the genuine seller as the markets are flooded with different varieties of goods and services. Explain different kinds of malpractices sellers indulge in which gave rise to consumer awareness.
3. Effective administration and legal machinery are playing an instrumental role in providing education to consumer about their rights. In the light of the statement, define consumer redressal system in India and name various legislation aimed at providing consumer legislation.
4. There are millions of consumers affected by injustice through the hands of producer and need quick, cheap and simple methods to fight. Assess the role of CPA, based on the statement.
5. There are different types of consumer courts working at different levels to ensure compensation to cheated consumer. Name the consumer courts operating at various levels and write their salient features.
6. A consumer must have some important documents to file a complaint in consumer court. Explain the procedure to file a consumer court case in India.
7. There are many consumer help organisations and NGOs which provides help in filing a case as well as manpower and support. List out various websites and NGOs through which one can lodge complaints.
8. “When a consumer purchases goods and services, he/she is entitled to some rights, which provides him/her fair and just treatment from producer/seller. On the basis of above statement, define various rights that a consumer enjoys.
9. “A producer is not always at fault in lack of satisfaction to consumers as it is observed that many a times, consumer's irresponsible behaviour can also cause dissatisfaction and disservice to them.” Discuss various responsible methods a consumer should adopt to avoid being cheated.
10. Many consumer movements in the country have been brought to provide consumer awareness but these movements have their own challenges in vast and diverse country like India. Keeping the statement in view, Discuss the major concerns of consumer awareness in India.