

# QB365 Question Bank Software Study Materials

## Rights , Duties & Responsibilities of Consumers Important 2,3 & 5 Marks Questions With Answers (Book Back and Creative)

12th Standard

Commerce

Total Marks : 44

### 2 Marks

7 x 2 = 14

1) Write short notes on: "Right to be informed".

**Answer :** (i) Consumers should be given all the relevant facts about the product so that they can take intelligent decisions on purchasing the product.

(ii) Advertising and labelling on the package should provide objective information to buyers.

(iii) This implies that manufacturer and the dealer are expected to disclose all the material facts relevant and relating to the product.

2) What are the rights of consumer according to John F. Kennedy?

**Answer :** The former president of U.S.A. Mr. John F Kennedy defined the basic consumer rights as "The Right of Safety, the Right to be informed, the Right to choose and the Right to be heard".

3) Which is the supreme objective of business?

**Answer :** The satisfaction of consumer wants and need is stated to be the prime and supreme objective of a business.

4) What do you understand about - "Right to Safety"?

**Answer :** 1. In case of food items and drugs both life saving and life sustaining safety is to be guaranteed.

2. One thing that is encouraging today is that recent legislations have shifted the responsibility for the production of such unsafe items onto the shoulders of sellers rather than on buyers.

5) What do you mean by Consumer Education?

**Answer :** (i) The consumer has a right to acquire knowledge and stay well-informed all through his life.

(ii) He should be aware about his rights and the reliefs granted to him where a product or service falls short of his expectations.

6) Mrs. Rakshana Sri purchased a watch from the local shop on her seller verbal commitment. Within 2 months the watch not working properly ,she made a complaint to seller but the seller denied to replace the watch. Give your suggestion to Mrs. Rakshana Sri where she can make a complaint?

**Answer :** Can not compliant, because no cash receipt was received

7) Mrs. Vinayagi bought a mobile phone without cash bill. The product was defective and the seller refused to replace the product during the warranty period.Can she approach a consumer forum. Give reason.

**Answer :** She cannot file a complaint because no cash receipt

### 3 Marks

5 x 3 = 15

8) What do you understand by "Right to redressal"?

**Answer :** (i) The complaints and protests are not just to be heard; but the aggrieved party is to be granted compensation within a reasonable time period.

(ii) There should be prompt settlement of complaints and claims lodged by the aggrieved customers.

(iii) This will boost consumer confidence and help render justice to buyers.

(iv) There should be fair and just settlement of deserving claims in a definite time frame.

9) What do you understand about "Right to protection of health and safety"?

**Answer :** (i) There may be few products that are more likely to cause physical danger to consumers health lives and property.

They may contain potentially harmful substances which are dangerous from the consumer welfare point of view.

(ii) The best examples of this kind are food additives, colours, emulsifiers, preservatives. The health hazards which are likely to arise have to be eradicated or reduced altogether.

(iii) In case of food items and drugs both life saving and life sustaining safety is to be guaranteed. One thing that is encouraging to-day is that recent legislations have shifted the responsibility for the production of such unsafe items on to the shoulders of sellers rather than on buyers.

10) Define "Consumer Rights".

**Answer :** Consumer right is interpreted as "the right to have information about the quality, potency, quantity, purity, price and standard of goods or services".

11) How do Buying from Reputed shops will help consumers?

**Answer :** Buying from Reputed shops is advisable for the consumer to make purchase from the reputed shops or government shops like super bazaar, cooperative stores.

It will help the consumers from escape from the malpractice of the manufacturers and shopkeepers or vendors.

12) How to Beware of false and Attractive advertisement?

**Answer :** (i) Consumers are often attracted with the product shown in the advertisement by the sellers.

(ii) It is the prime duty of consumer not to get misled by such fraudulent advertisement.

**5 Marks**

3 x 5 = 15

13) Explain the duties of consumers. (any 5)

**Answer : (i) Buying quality products at reasonable price :**

(1) It is the responsibility of a consumer to purchase a product after gaining a thorough knowledge of its price, quality and other terms and conditions.

(2) The consumer must have the knowledge about the quality from his own experiences or from the experiences of other persons who used product or by browsing the website.

**(ii) Reading the label carefully :**

(1) It is the duty of the consumer to thoroughly read the label of the product.

(2) It should have correct, complete and true information about the product.

**(iii) Beware of false and attractive advertisements :**

(1) Often the products are not as attractive as shown in the advertisement by the sellers.

(2) Hence, it is the prime duty of consumer not to get misled by such fraudulent advertisements.

**(iv) Ensuring the receipt of cash bill :**

(1) It is a legitimate duty of consumers to collect cash receipt and warranty card supplied along with bills.

(2) This will help them in seeking redressal for their grievances.

**(v) Buying from reputed shops:**

(1) It is advisable for the consumer to make purchase from reputed shops or government shops like super bazaar, cooperative stores, and others.

**(vi) Never purchase from black market:**

(1) The consumer should not buy things from black market and in excess of his requirements.

(2) At times of scarcity consumer should not resort to panic buying and stock things excessively.

14) What are the responsibilities of consumers?

**Answer :** The responsibilities of consumer are listed below;

(i) The consumer must pay the price of the goods according to the terms and conditions of the sales contract.

(ii) The consumer has got a responsibility to apply to the seller for the delivery of the goods.

(iii) The consumer has to bear any loss which may arise to the seller when the consumer delays taking delivery of the goods as per the terms of contract.

(iv) The consumer is bound to pay any interest and special damages caused to the seller in case if there is delay in the payment.

(v) The consumer has to assiduously follow and keenly observe the instructions and precautions while using the products.

(vi) The consumer has the responsibility to express unambiguously to the seller of his requirements and expectations from the product.

15) What are the rights of consumers?

**Answer :** (i) Right to Protection of Health and Right of Safety:

1. There may be few products that are more likely to cause physical danger to consumers health, lives and property.
2. They may contain potentially harmful substances which are dangerous from the consumer welfare point of view

(ii) Right to be Informed:

1. Consumers should be given all the relevant facts about the product so that they can take intelligent decisions on purchasing the product.
2. The package should contain the full details about the name of the product, composition, dosage, date of manufacturing, date of expiry, batch number, warnings, antidose etc.

(iii) Right to choose:

1. Consumer satisfaction is the ultimate aim of modern marketing and is the philosophy of marketing concept.
2. Consumer satisfaction can be increased by giving the consumer the widest choice.
3. The term 'Choice' means offering the widest range of products in quality and brand varieties.

(iv) Right to be heard :

1. Consumers have every right to ventilate and register his or her dissatisfaction.
2. Business enterprises should lend a compassionate ear to complaints or grievances of consumers.

(v) Right to seek Redressal :

1. The complaints and protests are not just to be heard but the aggrieved party is to be granted compensation within a reasonable time period .
2. This will boost consumer confidence and help render justice to buyers.

(vi) Right to consumer education :

1. The consumer has a right to acquire knowledge and stay well-informed all through his life.
2. Many consumer organisations and some enlightened businesses are taking a pro active part in educating consumers in this respect.

(vii) Right to Quality of Life

1. Quality of life refers to the preceived well-being of people, in groups and individually and well-being of the environment in which these people live.
2. Consumerism has been defined as 'an improved quality of life'.

(viii) Right to Consumer Protection

The consumer has a right to be aware of his rights and remedies available to him, redress his grievances through publicity in the mass media.

(ix) Right to Basic Needs

1. Every consumer has a right to get basic necessities of life such as food, clothing and water, and right to pure and healthy environment.
2. Community life should be free from various modes of pollution.