

National Institute of Open Schooling
Secondary Course: Business Studies
Lesson 17: Rights and Responsibilities of Consumers
Worksheet -17

1. Self-effort on the part of consumers for safe-guarding themselves is known as 'Consumerism'. Explain the statement in 60 words.
2. Which Act includes provision for establishments of consumer protection councils at the centre and the state? Explain the Act in 120 words.
3. Why 'protection of consumers' interest has become a matter of serious concern for the Government as well as public bodies. Explain with the help of an example.
4. What do you understand by the terms Right to redressal. Explain with the help of example.
5. Mention the action plan to protect the interest of consumer while any problem faced while buying goods and availing services.
6. Consumers should be responsible enough to be entitled to exercise their rights. Explain the statement in 60 words.
7. Consumer should remember that they can exercise their rights when they are willing to fulfil their responsibilities. Mention any four responsibilities of consumers.
8. What do you understand by the term proper use of product and services? Explain with the help of an example.
9. Cylinder is used for cooking; you have checked when it was supplied to you. Afterwards if it starts leaking so whom do you think is liable to pay compensation if the leakage of gas leads to fire and causes injury?
10. What are the modes through which steps have been already taken by many consumer organisations to educate consumers.