

ASSIGNMENT 1

- ① Who is 'Consumer' According to Consumer Protection Act 1986?
- ② Who can file complaint?
- ③ Explain the importance of consumer protection from consumers' point of view.
- ④ Explain the importance of consumer protection from Business point of view.
- ⑤ What is the need of 'Consumer Protection'?
- ⑥ Explain the following rights of consumers:
 - (a) Right to safety
 - (b) Right to seek redressal
 - (c) Right to be heard
 - (d) Right to be informed
 - (e) Right to choose
 - (f) Right to consumer protection

7 Explain the responsibilities of consumers.

8 Fill in the blanks:

a Right to seek redressal is a right to get relief in case of the _____ or _____ falls short of his expectations.

b Business firms should aim at long-term profit maximisation through _____.

c The earlier approach of _____ has now been changed to _____.

d There is need for providing adequate protection to consumers against _____ practices of sellers.

e Consumer does not include any person who buys goods for _____ or for _____.

f According to _____ a consumer has the right to get relief against any unfair trade practice.

g _____ right states that a consumer has the right to acquire knowledge and skills to be a well-informed consumer. **Spiral**