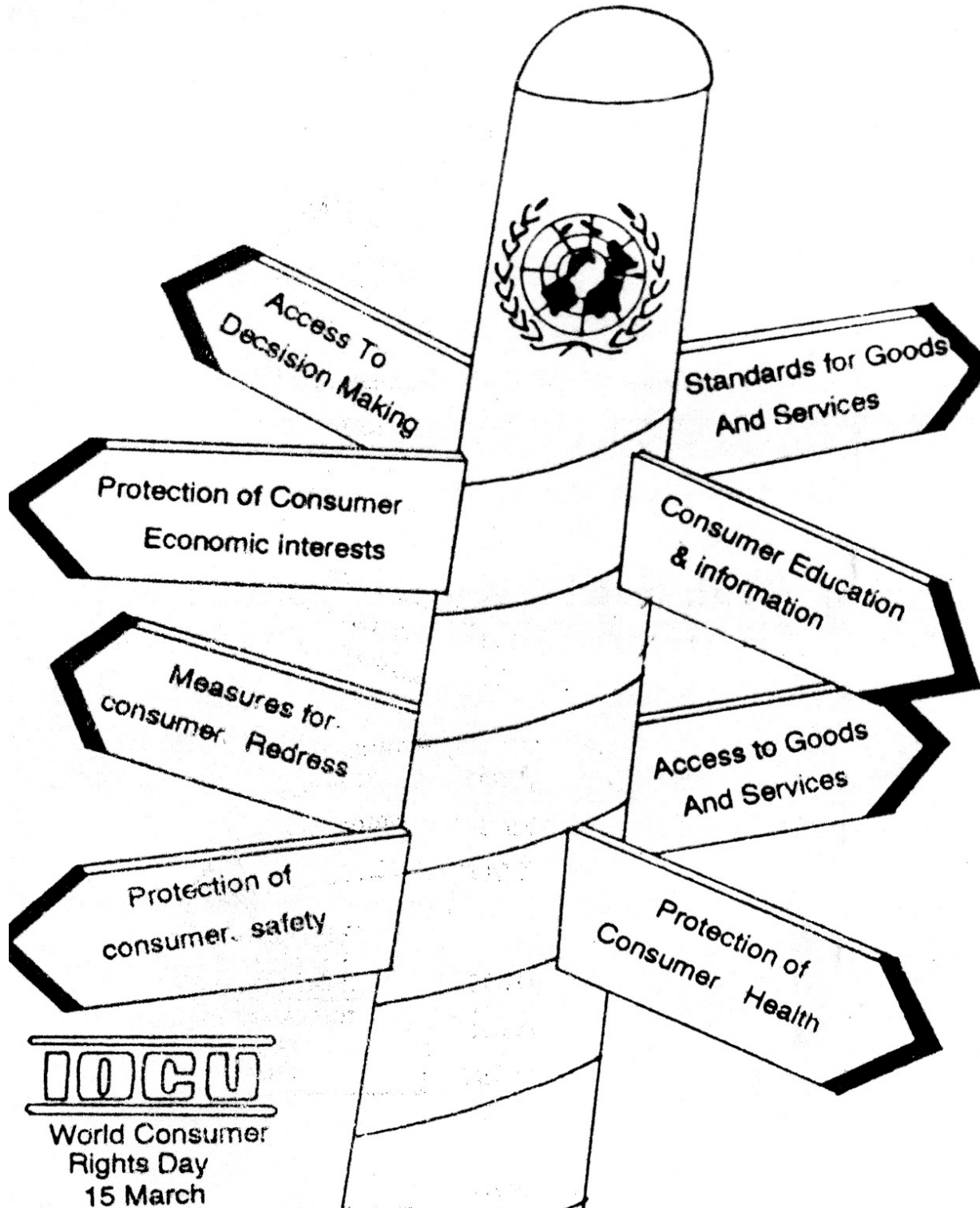




UN Guidelines on Consumer Protection



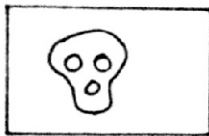
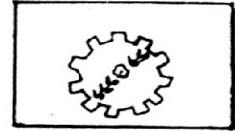


Consumer Rights



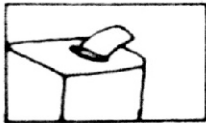
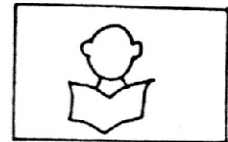
I require fulfillment of my **BASIC NEEDS** to not only survive, but to lead a dignified life: food, clothing, shelter, energy, transportation, health care, education and sanitation.

Charity I want not, but **OPPORTUNITIES** to acquire my basic needs to enable me to work and to earn my living without exploitation



My basic needs be available in the system, but they should be safe, for without **SAFETY** I run a risk to my life and property

But the system can be confusing and condescending I require complete **INFORMATION** on the available goods and services, and policies, so that I am not deprived, cheated or exploited



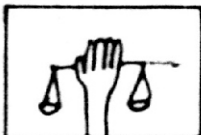
And I also need alternatives of reasonable quality and prices to make a **CHOICE** from

And you must hear me - my **REPRESENTATION** and my voice on issues which will ultimately affect me. You must protect me from bureaucratic indifference and restore my sovereignty



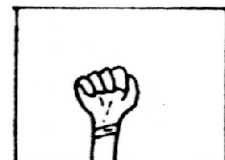
I do also require a **HEALTHY ENVIRONMENT** to live and work in without threats to my life or future. You must restore a harmonious balance between life, development and nature.

To know about all this, I must get **CONSUMER EDUCATION** otherwise my ignorance will be exploited and my rights trampled



Yet, if my interest is harmed and I suffer and loss or injury, I must get **REDRESSAL** through equitable and speedy justice

Ultimately - If what I have asked for is not done, I shall not hesitate to resist and **BOYCOTT** any person or goods or services which are in conflict with my above charter.



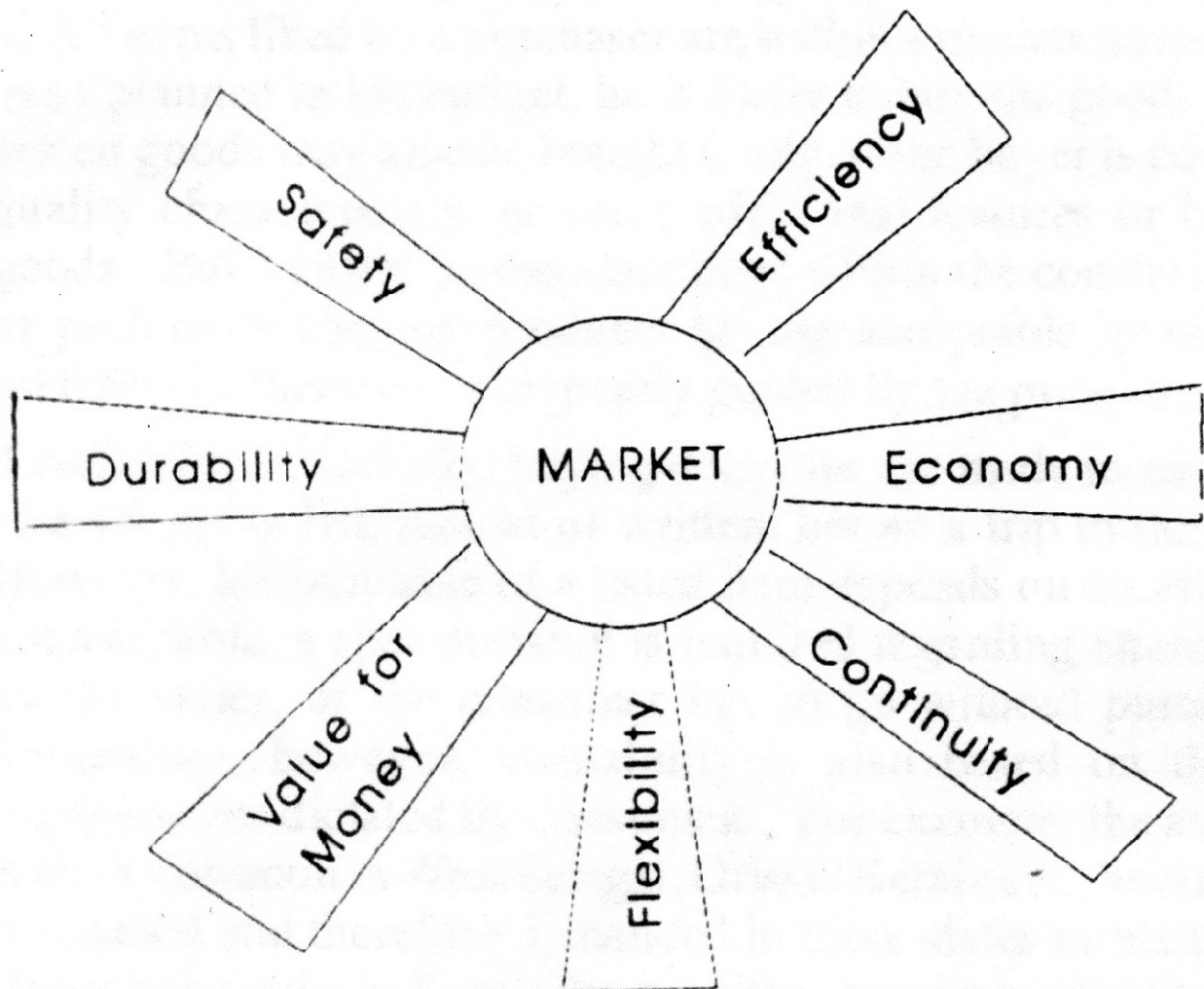


Factors affecting Buying Decisions





Consumer Expectations from the Market





Legislation for Protection of Consumers in India

Year	Legislation
1930	The Indian Sale of Goods Act.
1937	Agricultural Produce (Grading and Marking) Act.
1940	Drugs and Cosmetics Act.
1950	Emblems and Names (Prevention and improper use) Act.
1952	Indian Standards Institution (Certification Marks) Act.
1954	Prevention of Food Adulteration Act.
1954	The Drugs and Magic Remedies (Objectionable Advertisement) Act.
1955	The Essential Commodities Act.
1958	The Trade and Merchandise Marks Act.
1963	The Export (Quality Control and Inspection) Act.
1969	Monopolies and Restrictive Trade Practices (MRTP) Act.
1972	Hire Purchase Act.
1974	The Water (Prevention and Control of Pollution) Act.
1976	The Standards of Weights and Measures Act.
1980	Prevention of Black Marketing and Maintenance of Supplies of Essential Commodities Act.
1981	The Air (Prevention and Control of Pollution) Act.
1985	Standards of Weights and Measures (Enforcement) Act.
1986	The Environment Protection Act.
1986	Consumer Protection Act.
1986	Bureau of Indian Standards (BIS) Act.
1987	The Railway Claims Tribunal Act.



Action Chart for Introducing Consumer Education

Knowing the existing situation

Local Level

National Level

Formulating a Plan of Action

Implementation of the Plan

Evaluation

Follow up



Training of Trainers Workshop on Consumer Education & Consumer Club

SUGGESTED LIST OF ACTIVITIES FOR CONSUMER CLUBS

1. Debates
2. Impromptu Speech competition
3. Essay writing
4. Quiz
5. Poster drawing
6. Street plays
7. Skits
8. Label reading
9. Advertisement Analysis
10. Collecting paper clippings
11. Maintaining a Notice Board
12. Writing complaint letters
13. Writing letters to the Editor
14. Identifying symbols, trade marks, logo etc
15. World Consumer Rights Day
16. National Consumer Rights Day
17. Standards Day
18. World Food Day
19. World Health Day
20. Buy Nothing Day
21. Visit to laboratories
22. Visit to consumer associations
23. Interviewing officials concerned with consumer issues
24. Conducting survey about products and prices
25. Collecting spurious/counterfeit goods and arrange exhibition with original goods
26. Demonstration about checking food adulteration
27. Knowing about Fair Price Shops
28. Human Rights Day
29. Police and child rights
30. Price comparison of similar products
31. Running a consumer complaints desk
32. Publishing a consumer club newsletter



Training of Trainers Workshop on Consumer Education & Consumer Club

SUGGESTED LIST OF TOPICS/SUBJECTS THAT COULD BE TAUGHT IN CONSUMER CLUBS

1. Concept of consumer
2. Consumer rights and responsibilities
3. Concept of Consumer Eye
4. UN Guidelines on consumer protection
5. List of consumer protection laws in India (in simple terms - avoid legal jargons)
6. Home economics – Needs and wants
7. Budgeting pocket money
8. Goods and Services
9. Banking transactions
10. Communication skills – writing letters, telephone etc
11. Complaint handling skills
12. Food adulteration, dangers of fast foods (convenience foods)
13. Importance of standards (ISI, Agmark, Silk mark etc)
14. Types of taxes collected by State/Central Government
15. Warranty and guarantee
16. Rights of consumers in public services like railways, bank, telephone, insurance, electricity etc
17. Dangers of internet/online shopping
18. Awareness about medicines and drugs
19. Misleading Advertisements
20. Investment in stocks and shares