

2020

REPORT ON NATIONAL CONSUMER RIGHTS DAY



CONSUMER EDUCATION AND RESEARCH CENTRE
ENVIRONMENTAL INFORMATION SYSTEM, RESOURCE PARTNER ON
ENVIRONMENT LITERACY- ECO-LABELLING & ECO-FRIENDLY PRODUCTS

INTRODUCTION

A Consumer is a person who purchases a product or uses a service for a consideration, either for his personal use or to earn his livelihood by means of self-employment. Consumers need to be able to gain accurate, unbiased information about the products and services they buy. This helps them to make the best choices based on their interests and prevents them from being mistreated or misled by businesses or sellers.

In order to provide for better protection of the interests of the consumer the Consumer Protection Bill, 1986 was introduced in the Lok Sabha on 5th December, 1986. The Consumer Protection Bill, 1986 was passed by both the Houses of Parliament and it received the assent of the President on 24th December, 1986. The Consumer Protection Bill, 1986 seeks to provide for better protection of the interests of consumers and for the purpose, to make provision for the establishment of Consumer councils and other authorities for the settlement of consumer disputes and for matter connected therewith.

The Consumer Protection Act guarantees the following six Consumers Rights:

- (a) the right to be protected against marketing of goods which are hazardous to life and property;
- (b) the right to be informed about the quality, quantity, potency, purity, standard and price of goods to protect the consumer against unfair trade practices;
- (c) the right to be assured, wherever possible, access to an authority of goods at competitive prices;
- (d) the right to be heard and to be assured that consumers interests will receive due consideration at appropriate forums;
- (e) the right to seek redressal against unfair trade practices or unscrupulous exploitation of consumers; and
- (f) the right to consumer education.

Consumer Education and Research Centre conducted a three-day (22nd December, 2020 to 24th December, 2020) webinar on the occasion of National Consumer Rights Day 2020 for school students from D.P. High school Ahmedabad, F.D. Girls High School, Jamalpur and Pandit Nehru School, Behrampura.

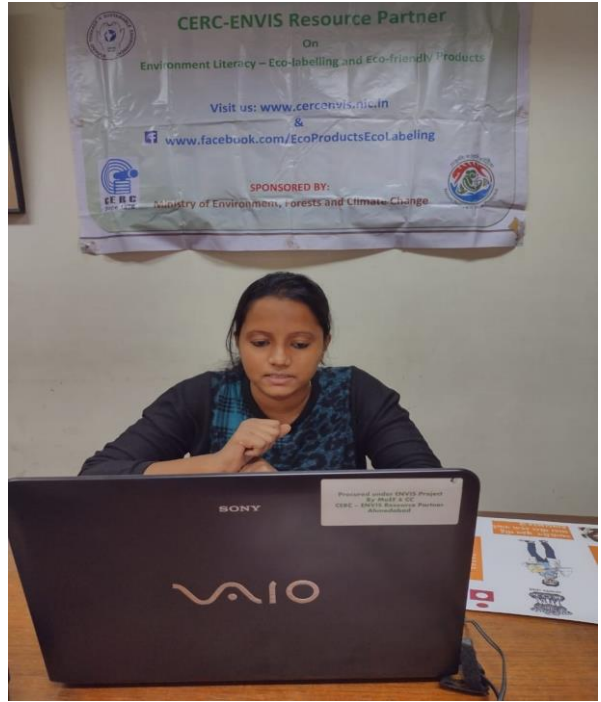
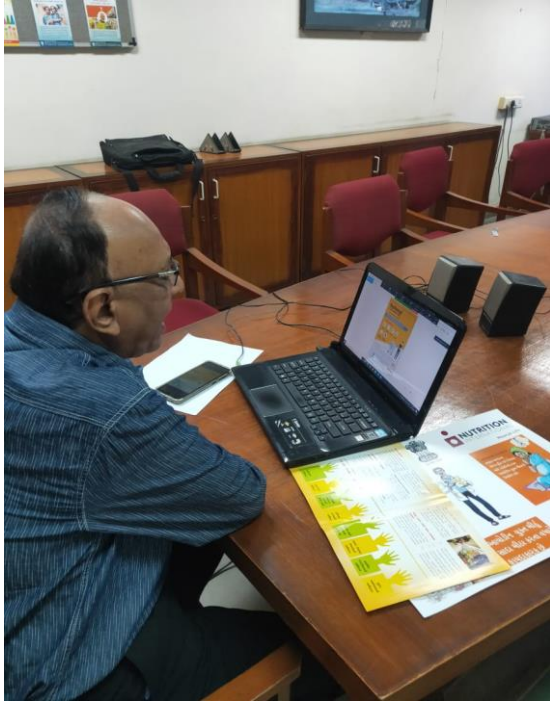
Students were provided information on **Consumer Rights & Responsibilities, Consumer Helpline and benefits of consuming iodized salt** by Meghavi Joshi Dy. Manager, CAC-

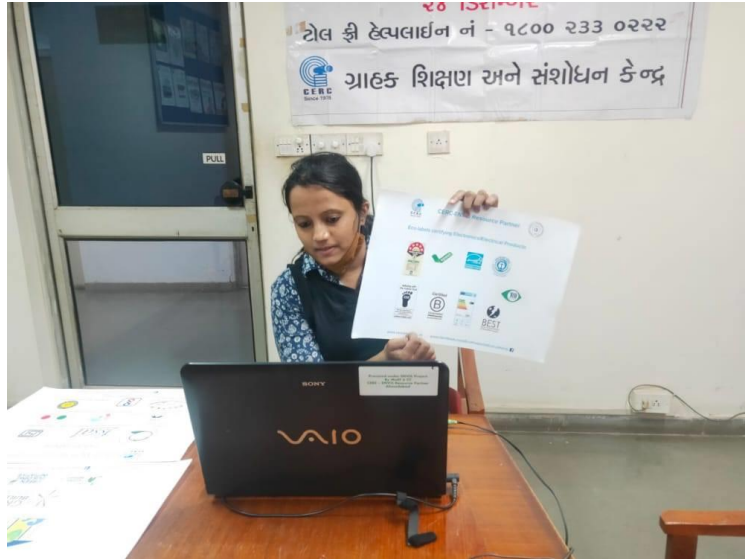
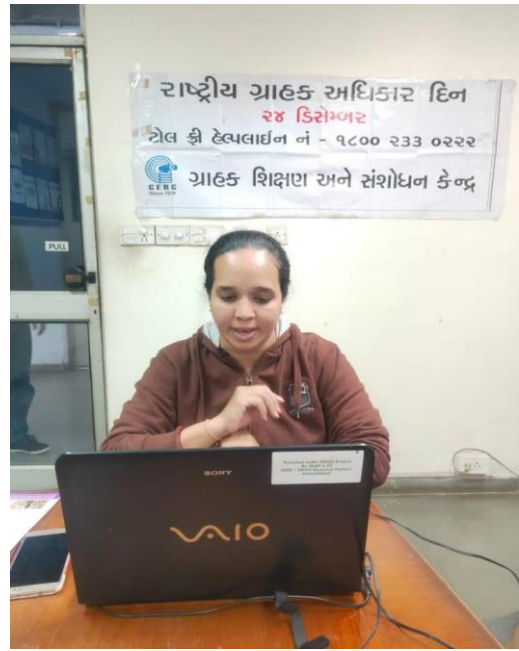
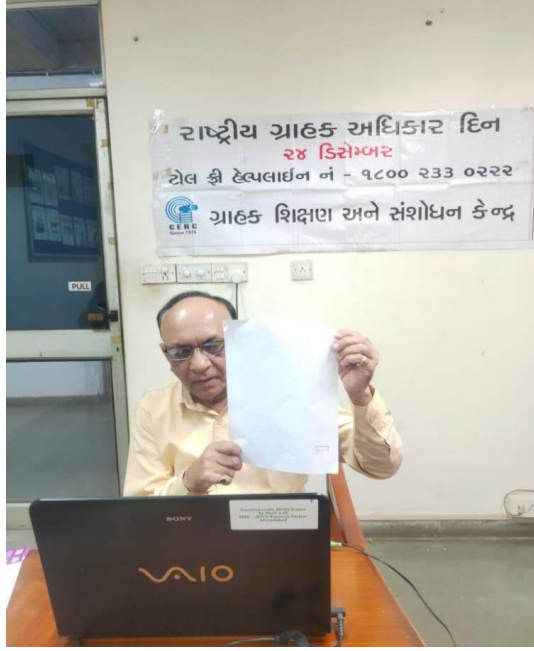
CERC, **Consumer Complaints and Redressal Procedures** by Girish Shah, Sr. Manager Mediation-CERC, **Misleading Advertisements**, Ms. Anusha Iyer, Dy. Manager-ENR Dept.-CERC and **Environment Literacy - Eco-labelling and eco-friendly products** by Ms. Divya Namboothiri, Programme Officer-CERC ENVIS. (Annexure I)

CERC-ENVIS also prepared a poster on “National Consumer Rights Day” to highlight the importance of consumer rights and to make every consumer aware about their responsibilities which was shared on official social media platforms. (Annexure II)

<http://cercenvis.nic.in/PDF/National%20Consumer%20Day%202020.pdf>

Annexure I





NATIONAL CONSUMER DAY

24-12-2020



*CERC - ENVIS RP on "Environment
Literacy - Eco - Labeling & Eco-friendly Products"*

STATE CONSUMER HELPLINE NO.1800 233 022

CERC no.s 079-27489945/46/49, 48905898, 48906898

Email : cerc@cercindia.org, grahaksatho@cercindia.org

