

Consumer Movements and Redressal

Chapter 22: Consumer Rights · Topic 2

Key Concept

Consumer movements emerged in response to issues like adulteration, overpricing, and unsafe products, pushing for stronger legal protections and corporate accountability.

India's consumer redressal system includes consumer courts at district, state, and national levels, allowing consumers to file complaints and seek compensation for grievances.

Organisations and NGOs also play a role in consumer advocacy, educating people about their rights and helping them navigate the complaint and redressal process.

Despite progress, challenges remain, including lengthy legal processes and limited awareness among consumers, especially in rural areas, about their rights and available redressal options.

Quick Revision Notes

- Consumer movements advocate for consumer rights.
- They emerged due to issues like adulteration and unsafe products.
- Movements pushed for legal protections and accountability.
- India has consumer courts at district, state and national levels.
- These courts allow filing complaints and seeking compensation.
- NGOs help educate consumers about their rights.
- NGOs help with the complaint process.
- Challenges include lengthy processes and limited rural awareness.

Practice Questions

- 1 Research the history of consumer movements in India.
- 2 Discuss the levels of India's consumer court system.
- 3 Research an NGO working on consumer rights.
- 4 Explain a challenge facing consumer redressal today.
- 5 Discuss why rural consumers might have less awareness of their rights.
- 6 Debate how consumer awareness could be improved.