

TEACHER'S KIT



Citizen consumer and civic Action Group (CAG)

Dear Teachers,

The purpose of this questionnaire is for you to analyse the understanding of the Consumer (India) Handbook by the younger generation in order to ensure that it acts as an effective tool to improve consumer awareness.

OUR COUNTRY

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Part – I

Read and complete the information below:

Population –
Languages –
Area –
First woman to go to space –
Republic Day –
Independence Day –
Two houses of the Parliament –
The final assent to a Bill is given by –

Part – II

Match the Following:

- | | | |
|-------------------|---|-------------|
| 1. Andhra Pradesh | – | Patna |
| 2. Bihar | – | Chandigarh |
| 3. Gujarat | – | Gangtok |
| 4. Haryana | – | Lucknow |
| 5. Karnataka | – | Kohima |
| 6. Madhya Pradesh | – | Chennai |
| 7. Maharashtra | – | Jaipur |
| 8. Meghalaya | – | Shillong |
| 9. Nagaland | – | Hyderabad |
| 10. Orissa | – | Kolkata |
| 11. Rajasthan | – | Bhopal |
| 12. Sikkim | – | Bhubaneswar |
| 13. Tamil Nadu | – | Bangalore |
| 14. Uttar Pradesh | – | Mumbai |
| 15. West Bengal | – | Gandhinagar |

YOU, THE CONSUMER

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Part I

Answer the following:

- i. Who is a consumer?
- ii. Give few examples of Products and Services
- iii. Explain “beneficiary” with illustration
- iv. Name two stalwart figures of consumer movement in the World
- v. Discuss consumer rights and responsibilities in detail

Part II

Choose the correct answer:

1. World Consumers Rights Day is celebrated every year on :
 - (i) 19th Dec
 - (ii) 16th Aug
 - (iii) 15th Mar
2. Consumers representation in the formulation of various policies of the government is -
 - (i) Right to Safety
 - (ii) Right to be Heard
 - (iii) Right to Education
3. National Consumers Rights Day is celebrated every year on :
 - (i) 15th Mar
 - (ii) 24th Dec
 - (iii) 16th Dec

Part III

Match the following:

1. Be critically aware – Responsibility of checking environmental consequence
2. Be involved – Responsibility to join hands

- 3. Practice Sustainable consumption – Responsibility to be assertive
- 4. Be responsible to the environment – Responsibility to realize consequence on other consumer
- 5. Be organized – Responsibility to be aware and question

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Part I

Choose the correct answer

1. Which of the following is necessary before buying a product:
 - (i) Advance decision
 - (ii) Research about the product
 - (iii) Resist sales pressure
 - (iv) None of the above
 - (v) All of the above
2. Which of the below do we need to retain on buying a product
 - (i) Receipts
 - (ii) Warranty Card
 - (iii) Job sheets
 - (iv) None of the above
 - (v) All of the above



Part II

Group activities



1. Discuss in detail the procedure of making a complaint, in case of any problem
2. Identify a few unfair trade practices adopted by manufacturers
3. Organise a debate on misleading advertisements by forming two groups – manufacturer and consumer

CONSUMER vs PRODUCTS & SERVICES

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Part I


Answer the following:

1. What is comparative testing and what is the need for the same?
2. Explain these –  
3. In case of a problem with packaged commodities, where will you complain?
4. What is mandatory to be mentioned on packets of foreign goods?
5. List out the details that you should look for on the labels of food products
6. Discuss : (a) Safe Diet
(b) Food Safety and Standards Authority of India
7. As an aware consumer what are the steps you will take while buying clothes?




Part II

Say Yes or No

1. Non-vegetarian mark
2. Junk food is harmful
3. Mixing of water with milk is adulteration
4. Junk food has lot of nutrients
5. Labels are not required for pre-packed food products
6.  – is the quality assurance label for pure silk

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Answer the following:

1. Have you heard of BEE Star Labelling? What is it about?
2. How do you save energy at home?
3.  – What is this? Where and why is this used?

Part - I

State True or False:

1. A specified minimum balance is to be maintained in a savings bank account.
2. Banks can depute recovery agents to collect debts without prior intimation.
3. Review of bank statements is not necessary.
4. Excessive billing is a common issue faced by customers with regard to credit card.
5. Online banking is convenient.

Part II

Match the following:

- | | | |
|----------------------|---|---------------------------|
| 1. Banking Ombudsman | – | Regulatory Body |
| 2. NBFC | – | Stop payment |
| 3. PIN number | – | Company Law Board |
| 4. Cheque | – | Quasi Judiciary Authority |
| 5. RBI | – | Credit card |

Part III

Analyse the redressal mechanisms available for complaints against banks and NBFCs.

Part I

Answer the following:

1. What is a contract of insurance?
2. List a few salient aspects that you should consider while taking a policy.
3. Name a few insurance companies that you have heard of.
4. Expand IRDA
5. What are the pre-requisites for filing a complaint with the Insurance Ombudsman?
6. What are “Black-out Days”?





Part II

Fill in the blanks:

1. The telecom sector is governed by
2. The three tier institutional redressal mechanism include, and
3. To avoid unsolicited calls / SMS register with
4. Group representation can be made to for redressal of grievances against telecom companies.
5. Caller tune is a

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Part - I

Answer the following:

1. As a smart consumer, what should you do before buying a medicine?
2. Define - MRP
3. What is PDS?
4. Visit the ration shop in your area and write a brief note about it.
5. Write a complaint letter to the Post Master for delayed delivery of a parcel.
6. You have decided to send a birthday gift to your friend by courier. What should you look for?
7. Ramya's father would like to buy an apartment. Now, how will you advise him to make the best buy?

Part II

Group activities:

1. Survey the efficiency and services of the public transport system in your area.
2. Organise a road safety campaign
3. Discuss the redressal mechanisms available with the railways and airlines.
4. Display on your notice board the important points that you studied under the topic "Power Corridor".

Part - I

Fill in the blanks:

1. The most basic essentials of life are and
2. When we talk about internet safety, is the key word.

Part - II

Answer the following:

1. Define - Rain Water Harvesting.
2. What are the techniques adopted for storing rain water at your place?
3. Give a few suggestions for safe shopping on the internet.

BEING ECO-FRIENDLY CONSUMERS

Part - I

Fill in the blanks:

1. Hazards to nature include,
2. is the authority set up by the Indian Government to control pollution.
3. Plastic is
4. The four R's to protect the environment are,, and
5. Practicing ensures better quality of life
6. Conserve

Part - II
Group activity

1. Prepare an action song and dance to explain being eco-friendly.
2. Prepare a compost pit at school to decompose the biodegradable waste



DISPUTE RESOLUTION

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Part – I

Match the following:

- | | | |
|--------------------------------|---|---------------|
| 1. Consumer Protection Act | – | Supreme Court |
| 2. National Commission | – | 2006 |
| 3. State Commission | – | Two years |
| 4. District Forum | – | 1986 |
| 5. Frivolous complaint | – | New Delhi |
| 6. Limitation | – | 3 Members |
| 7. Appeal | – | < 20 lakhs |
| 8. Food Safety & Standards Act | – | Penalty |

Part - II

Answer the following:

1. Name the 3 –tier quasi – judicial machinery for redressal ?
2. List out the advantages of approaching the Consumer Fora
3. What are the powers of the Fora?

Part – III

Group activity

Identify a complaint and enact the proceedings within the class room.



RIGHT TO INFORMATION

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Part

Choose the correct answer

1. The Right to Information Act was enacted in the year
(i) 1985 (ii) 1987
(iii) 2007 (iv) 2005
2. The application fee is
(i) Rs. 30 (ii) Rs. 100
(iii) Rs. 10 (iv) Rs. 500
3. Modes of payment...
(i) Cash (ii) Government Treasury
(iii) Court Fees Stamp (iv) All of the above
4. The PIO should respond within
(i) 45 days (ii) 30 days
(iii) 90 days (iv) 60 days

Part – II

Discuss the steps to be followed under Right to Information Act to seek information from the Government departments.

GENERAL ACTIVITIES

1. Do you have a consumer club in your school? If not, plan to have one immediately.
2. Invite consumer organisations to give talks on various consumer issues.
3. Organise events like exhibitions, debates, etc. around the Consumer Rights Day to promote awareness.
4. Visits may be organized to areas of consumer interest – (e.g.) super market, factories, etc.
5. Prepare scripts on the illustrations given and enact.
6. Prepare a scrap book on consumer articles.

