

Consumer Responsibilities

1. Consumer must exercise his right:-
The consumer is granted various rights but these rights will be useful only when consumer uses his rights.
2. Cautious Consumer - The consumer should not blindly believe on the word of seller & must insist on getting full information on the quality, quantity, utility, price etc. of goods or service.
3. Filing complaints for redressal of genuine grievances:- Most of the time consumer ignores the loss he suffers on purchases of defective goods but this attitude encourage the corrupt businessmen to supply defective goods.
4. Consumer must be quality conscious - The problems of supply of substandard goods adulterated product and duplicate goods products can be solved by consumer himself while purchasing goods. Consumer must look for quality marks such as ISI Mark, AG Mark etc.
5. Do not exaggerate away from truth - The Ad often exaggerate the quality or feature of P.T.S. The consumer should not fall away to get it.
6. Write a Cash Memo - To file a complaint the consumer need the evidence that contents has paid for goods. There for
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7. District Commission - It consists of a President and two other members. The President can be a retired or working Judge of district court. They are appointed by state govt. The agency for complaints for goods or services worth ₹ 1 crore or less. Can be filed in the agency. The agency send goods for test if required and give decision.