

## Chapter Consumer Protection

### Consumer Protection and its importance:

- 1 A consumer forum in a rural area has organized an awareness campaign . You are invited as a speaker . Explain Explain five points that you must include in your speech regarding need for consumer protection.
- 2 Grahak Shakti, an NGO organized a workshop to discuss various issues relating to consumers. During the discussion, one of the members drew attention, towards exploitation of consumers due to defective and unsafe products , adulteration, black marketing, hoarding etc. To this another member argued that consumers themselves are responsible as they do not raise collective voice against the exploitation. The Chairperson of the organisation was of the opinion that it was also the duty of the businessman to take care of the interests of various stakeholders. Business organisations earn money by selling goods and services to consumers. So the interest of the stakeholders have to be well taken care of. State three points that highlight the need for consumer protection as discussed in, Grahak Shakti's workshop.
- 3 " A business must lay emphasis on protecting the consumers and adequately satisfying them" Explain any giving any three suitable points in support of the statement.
- 4 On the persisting request his wife arpha, Sultan bought the tickets of the one day international match to be played at Holkar Stadium, Indore between India and international match to be played at Hotkar Stadium, Indore between India and South Africa from a black-marketer ho was selling them at 10 times the price. In context of the above case:
  - (a) State the related responsibility responsibility that Sultan has failed to fulfill as a consumer.
  - (b) Give any one other responsibility of a consumer while purchasing , using and consuming goods and services.
  - (c) Discuss briefly any two points highlighting the importance of consumer protection from the consumers' point of view.
    - (a) As a consumer should have been honest in his dealings and discourage black marketing, (b) Any other responsibility (c) consumer ignorance, unorganized consumers.

### Rights of Consumer Protections:

- 1 Mrs. Jeenat sent a jacket to a laundry shop in January 2018. The jacket was purchased at a price of Rs 4,500. She had previously sent the jacket for dry cleaning with Sunshine Dry Cleaners and the jacket was cleaned well. However, she noticed that her jacket this time. On informing the dry cleaner, Mrs. Jeenat received a letter confirming that discoloration indeed appeared after the jacket was dry cleaned. She contracted the dry cleaner multiple times and requested for compensation for discoloured jacket jacket but to no avail . upon consumer court's intervention , Sunshine Dry Cleaners agreed to compensate Rs 2,500 to Mrs Jeenat for the discoloured Jacket .
  - (a) Which right was exercised by Mrs Jeenat at the first instance.
  - (b) Name and explain the right which helped Mrs Jeenat to avail the compensation.
  - (c) State which consumer responsibility has been fulfilled by Mrs Jeenat in the above case.
- 2 Shaurya is running a consumer NGO . The motive of the organisation is welfare of the consumers. One day Namita came to his office and told him that her mother purchased a washing machine 2 years ago. Now her mother is no more but the refrigerator was purchased in her mother's name and she had given it to Namita. The Warranty is still active. There is some problems with the washing machine , but company is denying any services.
  - (a) Can Namita file a case against a company ? How?
  - (b) Which consumer right has Namita being violated from? Explain.
- 3 Jadu was 2<sup>nd</sup> year arts student in APG University. He wanted to do an internship in his free time to increase his skills and explore in an event management company. He made an account on instantintership.Com site to search an internship. Soon he was able to find an internship in his interest. The site mentioned that company will provide Rs. 8000/-to the intern after completion of tasks given in a month. Jadu also signed a contract to work for the company.

After completing his tasks, jadu demanded for stipend which was promised by the company under the contract. The employer refused to give stipend by giving a lame excuse.

- (i) With respect to the above case can Jadu file a complaint? If yes, why?
- (ii) Where he can file a complaint and within how many days he can file the complaint?
- (iii) Against whom should Jadu file a complaint?
- (iv) If Jadu go to instant internship . com with his problem , can instant internship. Can file a complaint against company? Why?

- 4 The Chandigarh Consumer Commission recently ordered Bata India Ltd to pay Rs 9,000 in fine for charging Rs 3 from a customer for a paper bag to carry the shoebox. Legal experts say the order is legally valid across the country and that stores cannot charge consumers additional charges for the bag if the product is purchased from the same store. The forum's order came on a complaint filed by a consumer. Dinesh Parsad Raturi. Raturi told the consumer panel that he had purchased a pair of shoes on February 5 from the shoe store located in Sector XYZ. The store charged Rs 402, which also included cost for the bag. Identify and explain the right that Mr Raturi claimed and two responsibilities that he exercised in the above case.
- 5 Mr Rajraman insured his truck with the new India Insurance co. The vehicle was stolen and consequently , an FIR was also lodged. On lodging the insurance claim, the Investigator appointed by the insurance company confirmed the factum of theft and consequently, corporate claims Manager approved an amount of Rs 7,85,000 for the said claim of Mr Rajraman. Thereafter, he made several requests to the insurance company, seeking speedy processing and disposal of his insurance claim. However , on non payment Mr Rajraman served a legal notice to the insurance company but the insurance company repudiated his insurance claim citing breach of condition of terms of Insurance by Mr Rajraman. Aggrieved by the aforesaid , the Appellant filed complaint before the , District Consumer disputes Redressal Forum (District Forum ) Seeking a direction to the insurance company for payment of claim amount with an interest @ 18% per annum, along with compensation of Rs 1,00,000. However, the district Forum dismissed the complaint of the appellant. (a) Identify which right has been exercised by Mr. Rajraman.(b) Suggest the appropriate authority where Mr Rajraman can further file an appeal after dismissal of claim by District Forum and within how many days he has file the appeal to next higher authority.
- 6 Hitachi , Japanese manufacturer of consumer durables was sued by the consumer in India, Ravi Bajaj for the defect in the refrigerator they purchased for Rs 80,000. There were water droplets all over the refrigerator and especially some ice deposits in the vegetable basket. This was noticed within one month of the purchase of the refrigerator and especially some ice deposits in the vegetable basket. This was noticed within one month of the purchase of the refrigerator as the vegetables were spoiled soon due to water deposits. He approached the grievance cell of the Company. He asked for the complete refund of the amount of the refrigerator, Since Ravi was not in town, his brother living nearby decided to file a complaint on behalf of Ravi. Mention rights of the consumer exercised by Ravi. Can Ravi's brother claim a compensation ? Why?
- 7 Ruchin approached Thomas Book, a tour and Travel company, to inquire about Europe tour packages available during summer vacations. The tour coordinator, Rahul, mentioned five different packages with different combination of number of day/ night packages. He selected one packages of combination of Switzerland and Paris for 6 night/7 days and completed the procedure for the tour by submitting all the necessary documents along with the payment. He also asked about category of hotels (3 star or 4 star ) , climate of the touring countries, currency of these countries, date of departure, name of the flight, any precaution to be taken etc. Identify and describe the consumer rights which Ruchin availed above.
- 8 Pragya bought an iron of reputed brand for Rs 1,500 but it caused an electric shock while it was being used. Pragya wants to exercise her "Right". Identify the Right under which she can be protected.
- 9 Harsh asked for a bottle of mineral water from shopkeeper . The maximum retail price printed on the bottle was Rs 20 only whereas the shopkeeper was charging Rs 35. In spite of many arguments the shopkeeper was not ready to sell the bottle for less than Rs 35. Harsh was in need of it and had no option except to buy. Identify the "Right" which can exercise.

- 10** “ The consumer has the right to acquire knowledge and to be a well informed consumer throughout life” State what type of knowledge is required by the consumer in the above stated Right.
- 11** Manuj bought a packed of chips from a local shopkeeper and found that the ingredients given on the label were not legible . He complained about it to the company . The company sent a written apology stating that they will make sure that existing packets are withdrawn from the market and new packets with legible labels are soon made available. State the consumer right which Manuj exercised .
- 12** Manvendra always went to a specific shop to buy all consumable and non consumable goods. In this shop variety of products of different brands were displayed nicely and the sales person available also gave good sales presentation if required. But this shop was quite far off from his residence. His friend Anant always wondered why Manvendra wastes so much time in going to that shop where as there were many big brand shops situated near his residence . His friend Anant always wondered why Manvendra waste so much time in going to that shop where as there were many big brand shops situated near his residence having consumable and non-consumable goods. Anant asked Manvendra the reason of going to that particular shop. Manvendra told that he was exercising one of his “Rights” which he could not exercise in nearby big brand shops. State the consumer’s right which Manvendra had exercised.
- 13** Ronit Raj, a marketing manager is a patient of diabetes for which he takes medicines regularly . One day, on his tour to Patna, He met with an accident and was hospitalized. Due to doctors negligence a delicate nerve of his right leg was cut rendering him crippled throughout his life. Identify the consumer right that has been violated by the doctors under the Consumer Protection Act , 1986 in the above situation.
- 14** Vivek purchased a bike from Sarnath Automobiles with a, written guarantee to repair or replace, if necessary , within six months or 5000 kms of distance travelled whichever is earlier. After covering the distance of 400 kms in two months, the gears of the bike started creating problems. Vivek took the bike to the dealer who refused to listen to his complaint .He was confused about what he should do. Suggest the rights that Vivek may exercise in the above case..
- 15** Palak went to a shopkeeper to buy a hair oil . The shopkeeper forced her to buy a particular brand of hair oil out of various available brands, irrespective of the willingness of palak. Which right of Palak , as a consumer, has been violated? Name and explain the right.
- 16** Rajiv a vegetarian was travelling in Rajdhani Express was served food and later he found out that it had a non – vegetarian content. His sentiments were hurt . Will Rajiv be able to claim compensation , which right of the consumer is violated?
- 17** Aditi Set up a company “ Dantik Ltd to manufacturer toothpastes using herbs found in her village instead of chemicals that are hazardous to health . The package of the product was eco-friendly and had details like price, quantity, ingredients, directions for use and other relevant information . It also carries the contact details like address phone number and e-mail id of “ Dantik Consumer Service and Grievances cell” The toothpaste became very popular and she started getting orders from reputed traders. Identify and explain any two Rights of consumers discussed above.
- 18** “Health First Ltd” a pharmaceuticals company, came out with a gel with the brand name “safe” to protect its users from diseases like: Dengue and Chickangunia. This product was meant for all age groups to be mixed with water and applied on exposed body parts , for protection against mosquito bites. However , the company did not give the details about the mode of using the product on its label. Neither did it give details about the ingredients of the product. Because of this , buyers did not know how to use the product and faced several adverse issues.(a) Identify and explain the consumer right is being violated by the company?)b) Identify the product related decision ignored by the company? (iii) Explain the function of product related decision ignored by the company.
- 19** Annie buys a packet of biscuits from a Morning Stores Ltd. without asking for a bill. Besides the name of the shop Morning Stores Ltd. the pack does not bears any other details. After reaching home she finds the biscuits to be stale. (a) Identify which right of consumer as provided by consumer Protection Act. Has been violated?(b) Identify the duties not fulfilled by Annie as a consumer?

- 20** Aryaman, a class XII student was in need of a ball –pen. He went to the nearest stationery shop. The shopkeeper showed him a wide variety of ball pens having of different prices. He selected a pen and paid Rs 250, the maximum retail price and took the cash memo for the same. Aryaman felt dissatisfied on using the pen as its performance doesn't matched his expectation. (a) Identify the right exercised by Aryaman , in above case. (b) Identify the right that empowers a consumer to file a complaint and to be heard in case of dissatisfaction with a good or a service. (c) Briefly explain the importance of consumer Protection from the view point of consumer.
- 21** Under the consumer Protection Act 1986, every consumer has a right to be protected against goods and services which are hazardous to life health. Delite lights and appliances produces and sells substandard electric appliances. As these appliances did not conform to safety norms so an important mark assuring quality specification was missing. Cases were noticed where these sub- standard appliances had caused serious injury to many consumers. (a) Which consumer right has been highlighted in the above case ? (b) Name the mark which the consumer should see before buying any electrical appliances to ensure safety.(c) Name and explain the consumer right where a consumer has a right to have complete information about that product he intends to buy.
- 22** Identify and explain the rights of a consumer violated in the following cases:
- (a) Rahul went a shopkeeper to buy soap the shopkeeper forced him to buy a particular brand of soap out of various brand , irrespective of the willingness of Rahul .
- (b) Anil , who was vegetarian , went to a snack bar for having French fries and later on found that it had non-vegetarian content neither the advertisement nor the packing of the product displayed that the product had non- vegetarian contents.
- 23** Recently ,on the complaint of Damodar Kolkata resident of Thane city the District Consumer Disputes Redressal ForumThane has placed a ban on “ Mishthan” Bhandar a sweet shop in the city . The shopkeeper has been asked it to withdraw the artificially coloured sweets from the market for sale . This is because through a laboratory test it has been certified that there sweets contained inedible and unsafe colours which could cause serious harm to human health.

### **Consumer Responsibilities:**

- 1** The owner of a restaurant is charging Rs 30 for a bottle of water from a customer , whereas the maximum retail price printed on the lable of the bottle is Rs 15. One of the consumers (a member of NGO ) has objected to this but the owner continues with this malpractice. In the context of the above case: (a) What may be the possible reasons why other consumers are not objecting to this ?(b) Which right of the consumer Protection Act is required to be known by the consumers to have objection for this type of malpractice? Explain the right.(c) Give one example of compulsory labeling by law. (d) Give the role of consumer organisation and NGO .
- 2** “ A vigilant consumer is an asset to the nation” what are the responsibilities a customer must keep in mind to be a vigilant consumer?
- 3** State any five responsibilities that a consumer should take into account while buying any product or availing a service.
- 4** On the eve of Diwali , Ravi purchased two kilograms of sweets from Nandan Sweets. On consumption of sweets his wife fell sick and was to be hospitalized . Ravi wanted to file a case in the consumer forum but could not do so because he did not have any proof of buying the sweets from Nandan Sweets. Name the document that Ravi could had obtained for filling the complaint in the consumer forum.
- 5** Sumit purchased as ISI marked washing machine of a famous brand “MG” from TG Electronics Ltd. The shopkeeper asked him to wait for two days for installation of the machine. His friend, vivek was very fond of experimenting with new electronics products. He told Sumit that there is no need to wait for the company's representative to install the machne and that could do it. So, both of them installed machine without following the manufacturer instructions. Initially the machine worked effectively and the wash was good. But after two days the machine started stopping in between the wash ccle. Sumit and vivek tried their best to start the machine but failed in their efforts. Sumit therefore, approached TG Electronics Ltd. which refused to provide any service on the plea that the installation of

the machine was not done by the company. (a) State the responsibility which Sumit had to fulfill as an aware consumer to get the services of the company. (b) Explain briefly any two rights which Sumit could have exercised had he fulfilled his responsibility identified in part (a)

- 6 Suman wanted to purchase a sandwich toaster . She checked about the various sandwich toasters available online and compared the prices so that an intelligent and wise choice could be made. Then she went to a nearby market to buy the sandwich toaster . Being an informed consumer, she looked for the correct standardization mark. The shopkeeper showed her different toasters but was quoting a higher price than the price she had checked online. After negotiating with the shopkeeper, she was able to bring the price down. As a responsible consumer, she asked for a cash memo, against the amount paid for the product and took the toaster home. On opening the package, she found an instrument booklet, which she read carefully. Then she followed all instructions step by step and made nicely toasted paneer sandwiches for her family. (a) State any three responsibilities, which have been discharged by Suman , besides asking for a cash memo.(b) Explain the two rights being discussed in the above case.
- 7 Kailash asked for a bottle of orange Squash from a shopkeeper. The maximum retail price printed on the bottle was Rs 120 only whereas the shopkeeper was charging Rs 235 . In spite of many arguments the shopkeeper was not ready to sell the bottle for less than Rs 235. Kailash was in need of it and had no option except to buy. (a) As an aware consumer list the options Kailash has to recover the extra amount paid? (b) What must Kailash do as a responsible consumer?
- 8 Harish purchased a medicine from “ Gupta Medical Stores” for his son, who had high fever. Even after giving the medicine his son’s condition did not improve and he had to be hospitalized. Doctor informed Harish that the medicine given to his son was spurious. Harish complained about a complaint against the manufacturer in the consumer court. Can “ Gupta Medical Stores “ do this? Give reason in support of your answer.
- 9 Priya purchased some household goods from a General Store. After reaching home she found a face powder which she had not billed. After checking the date of expiry and other details she started using it. Her face burnt due to use of the face powder. Can Priya file a complaint under Consumer Protection Act 1986? Justify your answer. Who can file a complaint under this Act?

### **Redressal Agencies under consumer Protection Act:**

- 1 Sidhi and Ridhi are friends. The two decided to visit Udaipur . On last minute Sidhi backs up but asks Ridhi to proceed towards Udaipur . She hires a Taxi from a tourist company for her. Taxi driver took a long route and she could not reach in time . taxi driver even charged her more.
  - (i) Can Ridhi file a complaint ? Why?
  - (ii) Define consumer as per consumer Protection Act.
  - (iii) Who all are not consumers under consumer Protection Act, in case of consumer of services.
- 2 A leading construction company – Sky Tech India Ltd, purchased a plot of land in the Kodagu district of Karnataka. They decided to construct 24 houses in 1 year on that plot, each house costing Rs 30 lakhs. They promised to provide basic amenities like parking area, water and electricity connection and mini park for the convenience of the residents. The construction of the houses was completed in time and houses were allotted to the people who have paid for these. But soon after shifting to these houses, the residents had to face a lot of problems as there was no proper water connection and the society had to obtain a connection at a higher rate in the absence of an occupancy certificate. Also , property tax had not been cleared and there were many other shortcomings in the flat. The residents of the society decided to file a case against Sky Tech India Ltd. (1) Name the redressal machinery in which the residents can file a case against Sky Tech India Ltd. giving appropriate reason . (ii) Who are the members of this redressal machinery ? (iii) Explain the procedure for filing complaints in this redressal machinery. (iv) If the residents are not satisfied, where can they appeal against the order of this redressal machinery?
- 3 Your mother purchased a washing machine for Rs 10,000 from an authorized dealer of the manufacturer with an oral guarantee that the machine will be replaced with a new one if any of its parts becomes defective within 3 months from the date of purchase . The motor of the machine was burnt within 15 days of its purchase . On

complaining , the seller refused to replace the machine. Name the redressal agency under the Consumer Protection Act, where your mother can file the complaint.

- 4 On Sonika's birthday her mother gave her a pair of gold earrings. After one month Sonika observed that the earrings are losing their shine. She checked the mark on the earring and found that it was not a proper Hallmark and her mother had been cheated by the shopkeeper . So, she file a complaint in the district forum which rejected it. Not satisfied by the decision of district forum, she was very much disturbed and after two months decided to appeal further. Can Sonika appeal against the decision of the district forum? Give reason in support of your answer.
- 5 Himanshu purchased a new car from 'Galaxy Motors' for Rs 25 lakhs. He was offered free insurance for the first year and free serving to the availed after the car had covered 5,000 km, 10,000km and 15,000 km respectively. When Himanshu took the car for the first free serving, he was told that the car was not new and first service had already been availed on this car. He felt cheated and filed a complaint in the State Commission . Being not satisfied with the decision of the State Commission , after two months he decided to file an appeal against it. Can Himanshu appeal against the decision of the State Commission? Give reason in support of your answer.
- 6 Sirajuddin purchased a car for Rs 15 lacs from an automobile company and found that its airbags were defective. After many complaints with the company that went unheard, he filed a case in the District Forum. He was not satisfied with the orders of the District Forum. He then appealed before the State Commission and on being dissatisfied with the orders of State Commission , He appealed and on being dissatisfied with the orders of State Commission, he appealed before the National Commission , Sirajuddin was not satisfied with the orders of National commission. Suggest him the highest authority where against authority where he could appeal against the decision of the National Commission.
- 7 Under three-tier machinery where can a legal heir or representative of a deceased consumer can file a complaint where the compensation claim is Rs 25 lakhs.
- 8 Prakar purchased an ISI mark electric iron from " Bharat Electricals ". While using he found that it is not working properly . He approached the seller and complained for the same. The seller satisfied Prakar by saying that he will ask the manufacturer refused and Bharat Electricals decided to file complaint in the customer court. Can " Bharat Electricals do this ? Why ? Also explain 'who is the consumer as per Consumer Protection Act, 1986.
- 9 Anita purchased a book from Satish Book Stores. While reading the book she found that ten pages were missing. She approached the seller of the book and complained about the missing pages. The seller promised that if the publisher was ready to change the book he would change the same. After a week the seller informed Anita that the publisher had refused to change the book. Where can Anita file a complaint the seller of the book? Give reason in support of your answer. Also , explain who is a consumer as per Consumer Protection Act 1986.
- 10 Soniya's mother gave her a microwave as gift. After one month Soniya observed that the a microwave was not functioning properly. She checked the mark on microwave and found that it was not properly marked and her mother had been cheated by the shopkeeper. So, she filed a complaint in the district forum which rejected it. Not satisfied by the decision of district forum she was very much disturbed and after 40 days decided to appeal further. Can Soniya appeal against the decision of the district? Give reason in support of your answer.
- 11 Deepak Shah purchased a car for Rs 19 lacs from an automobile company and found its engine defective. Despite many complaints the defects was not rectified. He filed a case in the District Forum. But he was not satisfied with the orders of the District Forum and decided to appeal. Suggest him the highest authority where he could appeal if not satisfied again by the decision of the next higher authority.
- 12 Kevin goes to have lunch at a restaurant " Spanish Delight" owned by his friend Kenny . Kenny doesn't charge Kevin for the meal. Soon after having the food, Kevin falls sick. When he sees a doctor , he is told that due to the food he consumed , he's suffering from intense stomach -ache and food poisoning . On the basis of the given information about ' S[panish Delight" answer the following questions: Can Kevin file a case against Kenny ? Give reasons to support your answer.
- 13 Explain briefly the three tier judiciary System for the redressal of consumer grievances set up under the consumer Protection Act.

### Relief Available:

- 1 Reena purchased One litre of pure Deshi Ghee from a shopkeeper . After using it she had a doubt that it is adulterated . She sent it for a laboratory test which confirmed that the Ghee is adulterated . State any six relief available to Reena , if she complains and the consumer court is satisfied about the genuineness of the complaint.
- 2 Indian youth organisation (IYO ) organized a visit of its members to an old age home to inculcate the habit of social work among them. The visit revealed that the living conditions of the inmates of the old age home were not hygienic. So, the IYO members decided to clean the premises. During their cleanliness drive, they realized that the old age home were not hygienic. So , the IYO members decided to clean the premises. During their cleanliness drive, they realized that the old age home also required pest control . But , some of the inmates of old age home were reluctant for it because they believed that the pest control may create health problems for them . IYO, therefore decided to provide ethical , safe and odourless pest control. They showed to inmates of old age home a pamphlet of the proposed pest control product which promised easy inexpensive and long lasting pest control. The inmates happily agreed and the pest control was carried out. It worked for it fortnight but to their dismay the effect started wearing off. IYO contacted the pest control company which kept on postponing their visit. The consumer court was satisfied about the genuineness of the complaint and issued necessary directions to the pest control company. State any two directions that might have been issued by the court.
- 3 After completing a Diploma in Beauty Culture and Salon Management, Sherry , decided to open Silver Touch named Salon to earn her livelihood. In order to provide a comfortable environment to her clients, Sherry installed an air conditioner in her Salon. As she did not have very huge funds, she bought the air conditioner from a local manufacturer at a price of Rs 22000. After two weeks of installation the compressor of the air conditioner stopped functioning. Despite many complaints, the manufacturer did not repair the similar situation. (a) Which redressal agency should Sherry approach? (b) What remedies may be offered by the consumer court in the above situation.
- 4 State any five directions that can be issued to the opposite party when the consumer court is satisfied about the genuineness of the complaint.
- 5 Explain any two reliefs that the Consumer Court can grant to consumers in case of genuine complaints in each of the following situation.
  - (a) Komal was charged more than the printed price for a NCERT Business Studies book being in short supply.
  - (b) Kumar was sold a truck with a defective engine.
  - (c) Suresh suffered injury while using a newly bought defective electric iron.

### Role of Consumer Organisation and NGOs :

- 1 A Volvo Limited is a company offering transport services. The Company was offering heavy discount on group trips . A group of college students approached the transport company for picnic, paid advance of Rs 50,000 and got receipt of the same. On the due date , the company failed to provide transport due to which trip was cancelled. Despite , repeated communication for the refund of the deposit, the company did not entertain their requests. To get the refund of their deposits, the students approached one NGO, VOICE which was working for the benefit of the consumers. (a) Can the NGO file a case against company on behalf of students? (b) At which level can the case be filed?(c) What is the role of NGOs in protecting and promoting consumer interests? Write any four points.
- 2 "Voice" is an important consumer organisation. It organized workshops in the months of December in Delhi/ NCR for consumers. The theme was 'Organic Food From Farm to plate ' to spread awareness on the importance of

importance of organic farming and to encourage consumers to switch from conventional food, that contains chemicals and pesticides to organic food. Expert speakers from farmers community explained the harmful effects of usage of pesticides in farming and the importance of organic food. People were informed that the organisation regularly tests samples to detect adulteration like presence of heavy metals or pesticides. The results of the tests are published in their monthly magazine "Consumer Voice" to make people aware of quality of different products. It also provides aid and legal advice to the consumers in seeking a remedy. State the functions performed by the Consumer Voice for the protection and promotion of consumer interest by quoting lines from the above para."

3 What are consumer organisations ? Outline their any five functions?