

PROJECT ON CONSUMER AWARENESS

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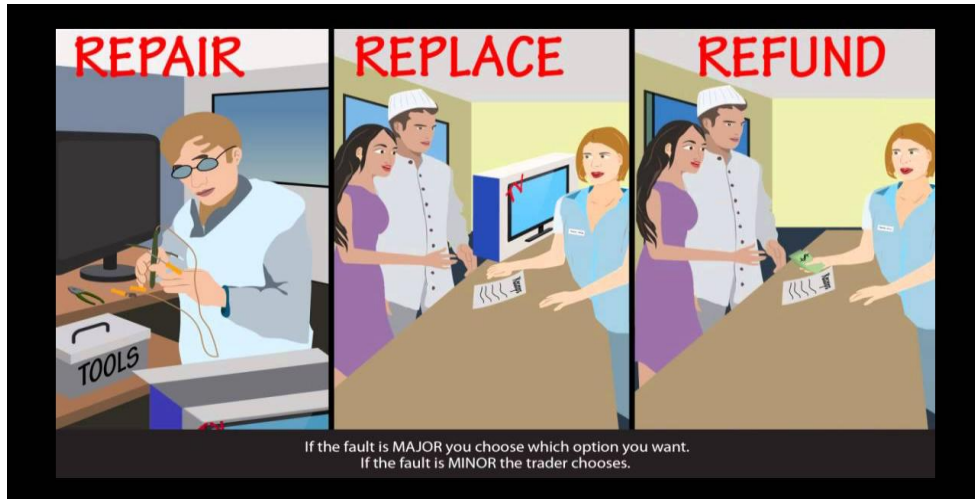
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OBJECTIVES

1. Consumer awareness seeks information about consumer awareness regarding different products.
2. It gets information about demerits and defects of products and suggests remedial measures.
3. It prepares the consumers whom to approach, how to approach in case of defective goods.

CONSUMER DUTIES

1. Insist on cash receipts or bill without fail, on all purchases made.
2. Read information carefully on the packets before purchase.
3. Do not feel tempted on misleading advertisements.
4. Buy standardized products only i.e. of ISI, AGMARK brands.
5. File consumer complaints against default in goods deficiency in services, or unfair trade practices.
- 6.



7.



QUESTIONNAIRE

<u>S.</u> <u>No.</u>	<u>QUESTION</u>	<u>YES</u>	<u>NO</u>
1.	Do you check the products manufacturing and expiry date before purchasing a product ?		
2.	Do you check standardization marks ISO and SASO ?		
3.	Do you examine ingredients used ?		
4.	Do you complain in the store in case of dissatisfaction ?		
5.	Are your complaints timely attended ?		
6.	Have you ever filed in consumer court in case of dissatisfaction ?		
7.	Was your complaint attended to your satisfaction ?		
8.	Are you aware of consumer courts, consumer redressal grievances ?		
9.	Is the advertisement of the product persuasive ?		
10.	Do promotional offers, and marketing campaigns such as free tooth brush, discount and buy 1get 1 attract you ?		

BIBLIOGRAPHY

S.No.	TITLE

- Name of the books referred should be mentioned here.

TEACHER'S EVALUATION REPORT

S. No.	Aspects	Marks
1.	Content accuracy, originality, and analysis	
2.	Presentation and creativity	
3.	Viva voce	

INSTRUCTIONS :

1. The project should be handwritten .
2. Content should be presented only on one side of the paper.
3. Original drawings will help in enriching the project.
4. Present neatly and creatively.
5. Use black gel to write the project.
6. Draw and stick pictures only on the left side of the page.

RECOMMENDATIONS

1. According to the survey conducted I found that almost every consumer first check the expiry date on the items when they buy different products. Therefore, it should not only be mandatory to the food items and medicines but also to the cosmetics bought n other different items.
2. People do not cross check the quality and standardization of the products mentioned on the items. Thus it is recommended that people should check the quality and standardization and then purchase the item.
3. People are aware of the consumer courts but still they do not go there for complains. Thus they should go and complain so that necessary action should be taken.
4. So, to conclude I feel that a consumer have several rights and duties and carry authority to complain whatever is going wrong.