

WORLD CONSUMER RIGHTS DAY

History and purpose

World Consumer Rights Day is an annual occasion for celebration and solidarity within the international consumer movement. But more importantly, it is a time for promoting the basic rights of all consumers, for demanding that those rights are respected and protected, and for protesting the market abuses and social injustices which undermine them.

World Consumer Rights Day was first observed on March 15, 1983 and has since become an important occasion for mobilizing citizen action. Hence every year 15th March is celebrated as World Consumer Rights Day.

Origin

World Consumer Rights Day has its origins in former US President John F. Kennedy's declaration of four basic consumer rights:

- the right to safety
- the right to be informed
- the right to choose
- the right to be heard.

To these, the consumer movement through Consumers International has in recent years added four more rights:

- the right to satisfaction of basic needs
- the right to redress
- the right to education
- the right to a healthy environment

Together these eight rights form the basis for on going work by Consumers International and consumer groups worldwide.

Consumer Rights

1. **The right to satisfaction of basic needs** - To have access to basic, essential goods and services: adequate food, clothing, shelter, health care, education, public utilities, water and sanitation.
2. **The right to safety** - To be protected against products, production processes and services which are hazardous to health or life.
3. **The right to be informed** - To be given the facts needed to make an informed choice, and to be protected against dishonest or misleading advertising and labeling.
4. **The right to choose** - To be able to select from a range of products and services, offered at competitive prices with an assurance of satisfactory quality.
5. **The right to be heard** - To have consumer interests represented in the making and execution of government policy, and in the development of products and services.
6. **The right to redress** - To receive a fair settlement of just claims, including compensation for misrepresentation, shoddy goods or unsatisfactory services.
7. **The right to consumer education** - To acquire knowledge and skills needed to make informed, confident choices about goods and services, while being aware of basic consumer rights and responsibilities and how to act on them.

8. **The right to a healthy environment** - To live and work in an environment which is non-threatening to the well-being of present and future generations.

World Consumer Rights Day, 2009

This year the Consumer Affairs, Food, Civil Supplies and Legal Metrology Department is celebrating Consumer Rights week from 15.3.2009 to 21.3.2009. This year, the theme of World Consumer Rights Day, 2009 is “**JUNK FOOD GENERATION - CAMPAIGN TO STOP THE MARKETING OF UNHEALTHY FOOD TO CHILDREN**” . World Consumer Rights Day depends on local initiatives, planned and carried out by consumer organizations on every continent. Initiatives can take the shape of special campaigns, press conferences, public exhibitions, workshops, street events or new publications, to name only a few possibilities.

It is also proposed to give awards in state and district levels for the best consumer organizations, consumer activist.{women}, consumer activist {youth}, consumer club Coordinating Agency {VCO}, consumer club (high school level), Books and publications {individual, Research in consumer protection {individual} for promoting Consumer Awareness.

The application for nomination for the said awards may be down loaded from the Department's website www.apcivilsupplies.gov.in. They can also obtain the applications from the O/o of the District Supply Officers concerned.

Note: The filled in applications should be signed by concerned DSO and counter signed by Collector (CS)/ CRO, Hyd.

For **district level awards** the same nomination Performa and Questionnaire along with supporting data should be addressed to the DSO's office of concerned district on or before 11.3.2008. The jury formed at District level will scrutiny the received applications and finalize the list of awardees. the first, second and third prizes will be given in the valedictory function of WCD. The awards will be given in the valedictory function to be held on 15.3.2009 in the district concerned. At district level these celebrations may be for one day i.e 15.3.2009 or it may extend depending on the decision of the Collector (CS).

For **state level awards** the nominations should be addressed to Consumer Affairs wing O/o Commissionerate of Civil Supplies, Civil Supplies bhavan, Andhra Pradesh., Hyderabad before 16.3.2009. The awardees will be finalized after scrutiny of the received applications by the jury. In the said categories the first, second and third prizes will be given in the valedictory function of WCD. The state level winners will receive the awards at state level valedictory function to be held at Jubilee Hall, Hyderabad on 21.3.2009.

Performa for awards is enclosed.

PROFARMA FOR EXAMINIG STATE AWARD FOR CVO/YOUTH/CONSUMER CLUB/WOMEN ON CONSUMER PROTECTION.

Name and address of the Applicant :

Name of the District :

Name of the CVO :

Whether the applicant is office bearer :
Member In CVO if so details there of

For how many years involved :
in consumer protection Act

Whether he /she has received any :
Appreciation/ certificate/ award
From the state government
for the same purpose earlier.

Area of operation. :
{Tribal /backward /rural/urban/
semi urban/metropolitan}

Activities in the field of consumer :
protection during last 3 years
i.e. 2006, 2007and 2008
{activity wise narration to be furnished }

Whether a copy of the activity report :
is enclosed.

Signature of the applicant.

Whether activities have been verified :
by the district authorities /CRO

Impact of the actives on consumer
Movement as observed by the
Collector (CS)CRO,Hyd &
Recommendations.

Signature
collector (CS) /CRO,Hyd.
_____ Dist.

Questionnaire to be attached with the application form for award of Best Consumer Organisations

S.No.	Description	Yes / No	Remarks
01	Have you participated in any Dist. Level, State Level and National Level Training Programmes / Seminars / Workshops on Consumer Protection ?		
02	Have you conducted Consumer Awareness Programmes in the last 3 years in your area? If Yes, give details		
03	Have you conducted Rallies / processions to promote Consumer Awareness in your area ? If so give details		
04	Have you published pamphlets, booklets, Brochures, Souvenirs, Magazines, Newsletters on Consumer Protection? If so, enclose copies of the same.		
05	How many consumer complaints filed by you before Dist. Form, State Commission, National Commission so far? Give one or two landmark Judgments won by you		
06	Have you started new consumer organizations in your area? If so give their names & addresses		
07	For how many Consumer Clubs you are nominated as Coordinating Agency? Furnish the details of prizes won by your consumer club students		

Note:- Necessary enclosures for the questions may be annexed.