

CONSUMER PROTECTION ACT, 1986

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- It aims at providing better protection of the interests of the consumers.
- The Act applies to all goods and services unless expressly exempted by the Central Government by notification.

Rights of Consumer

- **The Right to Safety** - The right to be protected against marketing of goods and services, which are hazardous to health, life and property.

- **The Right to be Informed** - The right to be informed about the quality, quantity, purity, standard and price of the goods or services so as to protect consumers against unfair trade practice.
- **The Right to Choose** - The right to be assured access to a variety of goods and services at competitive prices. Consumer can buy any good of his choice

- **The Right to be Heard** -The right to be heard and to be assured that consumers' interests will receive due consideration at appropriate authority.
- **The Right to Seek Redress** - The right to seek redressal (A sum of money paid in compensation for loss or injury) against unfair trade practices or restrictive trade practices or exploitation of consumers.
- **The Right to Consumer Education** - The right to acquire the knowledge and skills to be an informed consumer.

CONSUMER ?

- Any person who buys goods or avails services for consideration
- Consideration may be fully paid, partially paid or fully promised to be paid or partially promised to be paid
- Any body who uses the goods or services with the consent of the consumer

WHAT IS A COMPLAINT?

- An allegation in writing by a complainant that:
 - An unfair or restrictive trade practice is practised by trader or service provider
 - Goods bought or to be bought or services hired or to be hired suffered from any deficiency
 - Trader or service provider has charged excess price
 - Goods and services are hazardous or are likely to be hazardous to life and safety.

WHAT IS A DEFECT ?

- Fault
- Imperfection
- Shortcoming

In the

- Quality
- Quantity
- Potency
- Purity
- Standards

Or

Which is required to be maintained by or under any law for the time being in force

CONSUMER DISPUTE REDRESSAL AGENCIES

- 1) A Consumer Dispute Redressal Forum at the District level.
- 2) A Consumer Dispute Redressal Commission at the State level.
- 3) A National Consumer Dispute Redressal Commission at national level.

JURISDICTION

Forum / Commission	Where the value of the goods or services and the compensation, if any claimed,
District Forum	Does not exceed Rs. 20 lakhs
State Commission	Rs. 20 lakhs and above but not exceeding One Crore
National Commission	Above One Crore

FILING OF COMPLAINTS

A complaint may be filed by

- a) The consumer to whom the goods are sold or services are provided
- b) Any recognised consumer association
- c) One or more consumers with same interest
- d) The central government or state government

THANK YOU