

A Review of Basics of Consumer Protection Act

Bindia Garg

ARTICLE DETAILS

Article History

Published Online: 15 May 2019

Keywords

India Economic Policy, Consumer Protection, Union Level General Provision.

ABSTRACT

India passed its new Consumer Protection Act in 1986. The writer highlights the Act is a landmark in the story of the consumer protection action in India. It concerns mainly the regulation of customer disputes and also produces particular redress agencies at district, state, as well as Union level. Additionally, it has basic provisions for consumer rights and also for the group on the customer interest.

1. Introduction

Aside from the fundamental necessities of meals, shelter, and clothing, we eat a wide variety of items in our day life like mobile phones, cosmetics, perfumes, soaps, digital cameras, among other items. Consequently, everyone are customers within the literal sense of the phrase. When we purchase items from the industry as being a consumer, we imagine value for cash, i.e., quality, quantity, price tag that is right, info about the method of use, etc. Nevertheless, there could be instances where a customer is cheated.

In such instances, nearly all of us don't know whom to approach seeking redressal. Moreover, a vast majority of us as well are ignorant of the "rights" of ours as a customer plus typically wait to complain and possibly stand up to unfair practices. We also do not have the recourse of expensive litigation to look for justice and we continue bearing such injustice.

The below article offers basic info about the Consumer Protection Act, 1986, the benefits of its for consumers, basic rights on the customers, and also consumer redressal forums among various other items.

2. Consumer Protection Act, 1986

Aside from the fundamental necessities of meals, shelter, and clothing, we eat a wide variety of items in our day life like mobile phones, cosmetics, perfumes, soaps, digital cameras, among other items. Consequently, everyone are customers within the literal sense of the phrase. When we purchase items from the industry as being a consumer, we imagine value for cash, i.e., quality, quantity, price tag that is right, info about the method of use, etc. Nevertheless, there could be instances where a customer is cheated.

In such instances, nearly all of us don't know whom to approach seeking redressal. Moreover, a vast majority of us as well are ignorant of the "rights" of ours as a customer plus typically wait to complain and possibly stand up to unfair practices. We also do not have the recourse of expensive litigation to look for justice and we continue bearing such injustice.

The below article offers basic info about the Consumer Protection Act, 1986, the benefits of its for consumers, basic

rights on the customers, and also consumer redressal forums among various other items.

3. Basic rights of consumers include:

1. Right to be protected against marketing of products and services which are dangerous to property and life
2. Right to be educated about price, standard, quantity, or the quality of services or products so as to defend the customer against unfair trade practices
3. Right to get certain access, wherever possible, to a wide variety of services and products at prices that are competitive
4. Right being read and also be sure that consumers interests get due consideration at appropriate forums.
5. Right to find redressal against unfair trade habits.
6. Right to consumer education

4. Consumer redressal forum

Under the Consumer Protection Act, each district has a minimum of one customer redressal forum, also referred to as a consumer court. Below, customers are able to buy their grievances heard. Above the district forums would be the state profits. At the pinnacle will be the National Consumer Disputes Redressal Commission in New Delhi.

A written complaint on the business is considered as evidence that it's been informed. The complaint should be supported by copies of bills, prescriptions, or any other related documents, and needs a deadline. Customers can complain through a consumer business.

Claims of less than Rs5 lakh really should be sent in with a district community, claims of Rs5 Rs20 lakh together with the state commission, and statements of much more than Rs20 lakh straight with the National Commission.

5. Penalties

The consumer courts (district court, state commission, along with National Commission) are provided great powers to enforce the orders of theirs. In case a defaulter doesn't appear in court despite reminders and notices, the court might decide the matter in the absence of his. The discussion board can easily sentence the defaulter to a maximum of 3 years' imprisonment and enforce a fine of Rs10,000. Forums are able

to issue warrants to create defaulters in court. They are able to work with the police and revenue departments to enforce orders.

Consumer rights have being protected because services are availed based upon belief and confidence, and hence, it is a need to maintain a check on the service providers for the benefit of service recipient.

6. Conclusion

The law of Consumer Protection is complex, spans different jurisdictions, and may be continuously changing. Despite all this, a law pupil or maybe new legal professional can better understand the industry when you follow the ideas determined in this particular Research Guide.

When researching in this particular area, remember the importance of starting research online at no cost. In case no helpful research results are returned, and then just time have been sacrificed. In case, nonetheless, a researcher rapidly identifies the appropriate regulation or statute through the internet search, expense and also time may be preserved. Likewise, secondary sources (specifically, on point treatises) are essential to navigating the great deal of power in this specific part of the law; these ought to be contacted. Try following up with standard techniques of legitimate study to find out just how the identified statute or maybe regulation continues to be construed by courts of the appropriate jurisdiction.

References

1. Statistics on "The Total Number Of Cases Filed/Disposed Since Inception Under Consumer Protection Law", Available at: <http://ncdrc.nic.in/statistics.html>
2. Right, Available at: <http://legal-dictionary.thefreedictionary.com/right>
3. Illiteracy includes lack of knowledge of people in relation to the goods and the unawareness with regards to their rights.
4. Dr. S.R. Myneni, Consumer Protection Law 1 (Asia Law House, Hyderabad, 1st edn., 2010).
5. Consumer rights, Available at <http://www.consumerrights.org.in/to-safety.htm>