

Consumer Protection

Role of Consumer Organisations and NGOs

- Consumer Coordination Council, Delhi
- Common Cause, Delhi
- VOICE, Delhi
- Consumer Protection Council, Ahmedabad
- Mumbai Grahak Panchayat, Mumbai
- CUTS, Jaipur

Important ones

Functions

- Educate public
- Publish periodicals
- Test consumer products
- Encourage consumers to protest
- Provide legal assistance
- File complaints

Business Point of View

- Government intervention
- Moral justification
- Social responsibility
- Uses society's resources
- Consumer satisfaction is long-term interest

Consumers' Point of View

- Widespread exploitation
- Unorganized consumers & absence of associations
- Consumer Ignorance

Importance

- Remove defect/ deficiency
- Replace defective product
- Refund the price
- Pay compensation
- Pay damages
- Discontinue unfair trade practices
- Discontinue sale of hazardous product
- Withdraw hazardous product
- Pay 5% or more of value of goods to consumer welfare fund

Remedies Available

Who is Consumer

A Consumer is one that buys goods for the consumption and not for resale or commercial purpose. The consumer also hires service for a consideration.

- One or more consumer on behalf of numerous consumer.
- Any consumer
- Any registered Consumer's Association
- Government
- Legal heirs of a deceased consumer

Who can file a complaint

Consumer Rights

- Right to consumer education
- Right to seek redressal (or relief)
- Right to be heard (to file a complaint)
- Right to choose
- Right to be informed (about the product)
- Right to safety

Redressal Machinery

Consumer Responsibilities

- Be aware about goods & services
- Buy standardized goods
- Learn associated risks
- Read labels carefully
- Get a fair deal
- Obtain cash memo
- File complaint
- Form consumer societies
- Buy legal goods only
- Respect environment

The Consumer Protection Act, 1986

- **District forum:**
President and two other members (1 must be a woman)
Value of goods/services < 20 lakhs
- **State commission:**
Resident & two more members (1 must be a woman)
20 Lakhs < value of goods/services < 1 crore
- **National commission:**
President & four more members (1 must be a woman)
Value of goods/services > 1 crore .