

GOVERNMENT COLLEGE

AMARGARH

NAME - MOHIT

CLASS - B. COM (I) sem II

ROLL NO - 230014

SUBJECT - BUSSINESS. LAW

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Done

Consumer Protection Act (1986)

Any person paying for goods and services which he uses is entitled to expect that the goods and services are of a nature and quality promised to him by the seller.

The earlier principle of 'caveat emptor' or 'let the buyer beware' which was prevalent has given way to the principle 'Consumer is King'. The origin of this principle lies on the fact that in today's mass production economy, where there is little contact between the producer and consumer, often sellers make exaggerated claims and advertisement which they do not intend to fulfill.

Rights Under Consumer Protection Act (1986) :-

In the view of factual position of our society, where problems like illiteracy, ignorance are existing and where the trading community is well organised while the consumers are still unorganised.

1) Rights to consumer education :- The right to consumer education is an important right available to the consumer and for the proper functioning of legal system it is necessary that the knowledge of the availability of a legal remedy should be so widely

2) Right to safety: The consumer has a right to be protected against marketing of goods which are hazardous to and property of the consumer for example adulterated food is dangerous to life and water is dangerous to life as well as to property.

3.) Right to seek redressal: The consumer has been given the right to seek redressal against unfair trade practices on their unscrupulous exploitation. The consumer should have some means of redress when goods fails to up their promise or indeed cause injury.

4) Right to be heard: The right to be heard also includes the right to be assured that that the consumer interest will receive due consideration at all opportunities.

Consumer Protection Council

Section 4 provides that the Central Protection shall by notification establish a council to be known as central consumer protection council. which shall consist of following members:

(a) The Ministry in charge of consumer affairs who shall be its Chairman.

(b) Such member of other official or non-official members representing such interest as may be prescribed

The membership has been the left to the sole ~~making~~ power of the Government. The consumer protection rules were promulgated in 1987.

HOW TO FILE A COMPLAINT?

Procedure for filing complaints and seeking redressal are simple and speedy. A complaint should contain the following information.

a) any allegation in writing made by a complainant(s) regarding certain grievances as provided under section 2(1) of the Act; and the facts relating to complaints and when and where it arose.

by the name, description and the address of the complainant or authorized agent.

(c) the name (s) description and address of the ~~opponent~~ party / parties as the case may be.

d) the documents if any, and affidavit in support of the allegations contained in the complaint.

Consumer Protection Act, 1986 can forces to measures.

5. Right to choose - The right to choose means the right to be assured, whenever possible, access to a variety of goods and services at competitive prices in order to provide consumers with the great range of choice among products and services at the lowest prices.

6. Right to information - The consumer has been given the right to be informed by the producer about quality, potency, purity, standard and price of goods so as to protect the consumer against unfair trade practices. The right to obtain adequate information is an important.