



SNS College of Technology

Coimbatore - 35

Legal Aspects of Business

Unit V – Indirect taxes and consumer protection act



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1st **Indian**
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Redesigning Common Mind and Business Towards Excellence



Guess the Topic!!!



CONSUMER PROTECTION ACT

indianjudiciarynotes.com





SYNOPSIS



- Introduction to Consumer rights
- Consumer rights - Meaning
- Procedures for Consumer Grievances redressal
- Types of consumer redressal machineries and forums





Introduction to consumer rights



Consumers are protected by the **Consumer Bill of Rights**. The bill states that consumers have the right to be informed, the right to choose, the right to safety, the right to be heard, the right to have problems corrected, the right to consumer education, and the right to service.





Consumer rights – Meaning



The definition of Consumer right is 'the right to have information about the quality, potency, quantity, purity, price and standard of goods or services', as it may be the case, but the consumer is to be protected against any unfair practices of trade. It is very essential for the consumers to know these rights..



Procedures for consumer grievances redressal



❖ The first step is to send a legal notice of the grievance to the Respondent. Any person can file the complaint on a plain paper after notarising the document. The complaint can also be filed through post addressed to the particular consumer redressal forum.

❖ A simple written complaint in duplicate with full name and address of opposite party narrating facts of the complaint along with copies of the supporting documents

❖ No Court fee is charged

❖ Engaging of lawyer is not necessary, consumer or anyone can represent his case.



Types of consumer redressal machineries and forums



Three-Tier Grievance Redressal Machinery & Forums

The District Forum

State Commission

National Commission

Making a Complaint

National Commission

A complaint can be made when the value of goods and services along with compensation claimed exceeds Rs. 1 crore.

State Commission

A complaint can be made when the value of goods and services along with compensation claimed exceeds Rs. 20 lakhs but does not exceed Rs. 1 crore.

District Forum

A complaint can be made when the value of goods and services along with compensation claimed does not exceed Rs. 20 lakhs.



Contd;



District Forum	Up to Rs.20 lakh	Headed by president (qualified to be district judge) & 2 other members (1 women)
State Commission	> Rs. 20 lakh up to Rs. 100 lakh	Headed by President (has/has been HC Judge)& 2 other members (1 women)
National Commission	Above Rs. 100 lakh	Headed by President (has/had been Judge of supreme court) & 4 members (1 women)



Recap



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I just need
the main ideas





References

- <http://legislative.gov.in/sites/default/files/A1881-26.pdf>
- <https://www.indiacode.nic.in/handle/123456789/2189?locale=en>



Thanks!



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