

CONSUMER PROTECTION ACT 1986

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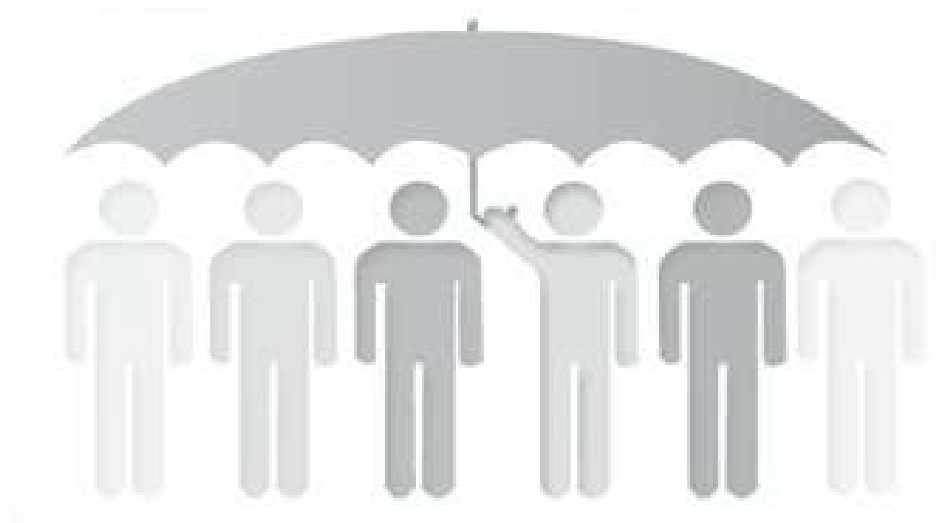
Consumer Protection Act, 1986

- In order to provide for better protection of the interests of the consumer the Consumer Protection Bill, 1986 was introduced in the Lok Sabha on 5th December, 1986.
- The Consumer Protection Act 1986 is a social welfare legislation which was enacted as a result of widespread consumer protection movement.



Objective

- The main objective of CPA is to provide speedy and simple redressal to consumer disputes.
- It is one of the benevolent pieces of legislation intended to protect the consumers at large from exploitation



Who is a Consumer? Sec. 2 (1) (d)

Any person who:

- Buys any goods for a consideration which has been paid or will be paid.
- Hires or avails any service for a consideration which has been paid or will be paid.
- It does not include a person who obtains goods for resale or any commercial purpose

Redressal Agency

The aims and objectives of the Act are achieved by

District Forum

State Commission

National Commission.

District Forum

- It shall consist of a person who is or has been or is qualified to be a District Judge as its President, 2 other members, one of whom shall be a woman
- Every member of the District Forum shall hold office for a term of 5 years or up to the age of 65 years whichever is earlier
- It shall have jurisdiction to entertain complaints where the value of the goods or services and the compensation, if any, claimed does not exceed Rs.20 Lacs.

A District Forum shall have the powers

- I. To remove the defect pointed out by the appropriate laboratory from the goods in question
- II. To **replace the goods** with new goods of similar description which shall be free from any defect
- III. To return to the complainant **the price**, or as the case may be, the charges paid by the complainant
- IV. To pay such amount as may be awarded by it as **compensation to the consumer** for any loss or injury suffered by the consumer due to the negligence of the opposite party

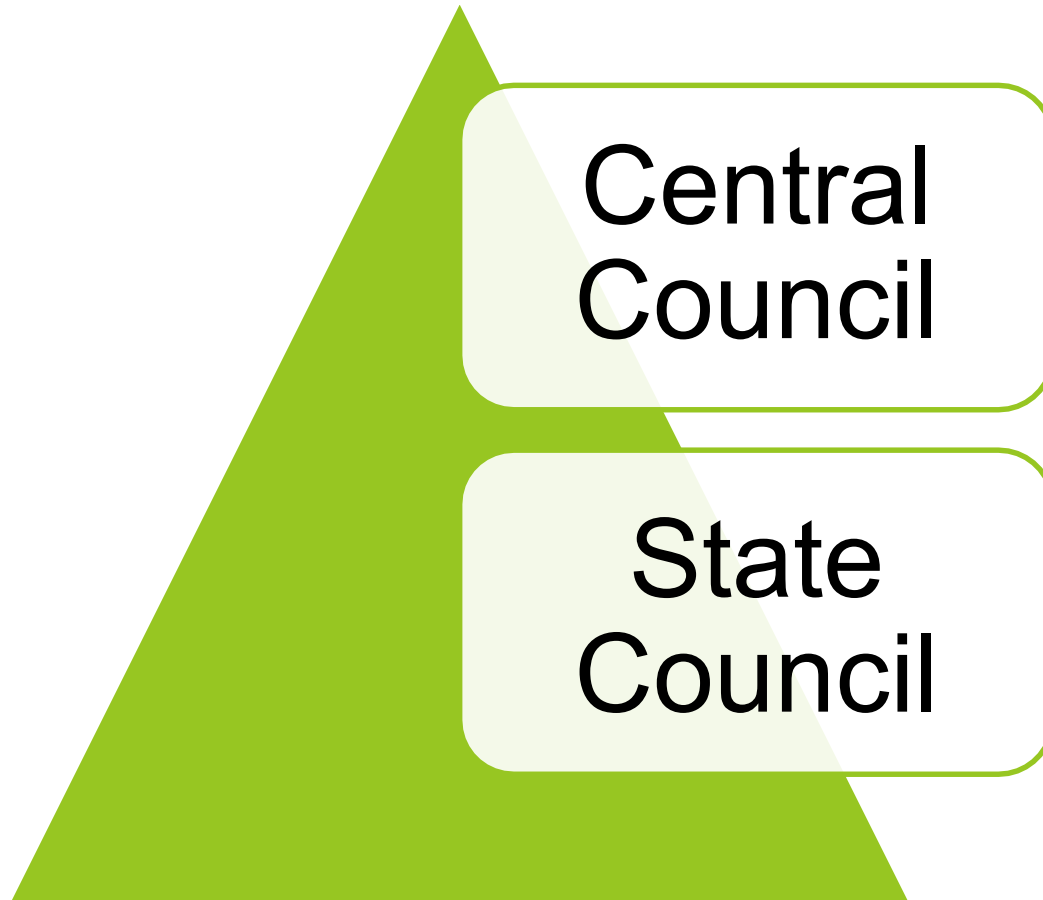
State Commission

- It is established by SG by notification
- It shall have jurisdiction to entertain complaints where the value of the goods or services and compensation, if any, claimed exceeds Rs. 20 Lacs but does not exceed Rs.1 Crore and appeals against the orders of any District Forum within the State.

National Commission

- It shall consist of a person who is or has been a Judge of the Supreme Court, as its President. Not less than 4 and not more than such number of members as may be prescribed and one of whom shall be a woman
- Every member of the National commission shall hold office for a term of 5 years or up to the age of 70 years which ever is earlier.
- It shall have jurisdiction to entertain complaints where the value of the goods or services and compensation, if any, the claim exceeds Rs. 1 Crore and appeals against the orders of any State Commission.

Councils



The Central Consumer Protection Council

- (1) The Central Council shall consist of the following members, namely :-
- (a) the Minister in charge of Consumer Affairs in the Central Government, who shall be its Chairman, and
- (b) such number of other official or non-official members representing such interests as may
- As per the consumer protection rules , the central council shall consists of 150 members and the term of the council shall be 3 years .

Procedure for Meetings of the Central Council

- (1) Meeting of the Council shall be held every year.
- (2) Transaction of its business as may be prescribed.

Rights of consumers

Rights of consumers such as:

- (a) Right to be protected
- (b) Right to be informed
- (c) Right to be assured
- (d) Right to be heard
- (e) Right to seek redressal
- (f) Right to consumer education.

The State Consumer Protection Councils

- (1) The State Council shall consist of the following members, namely :-
 - (a) the Minister in-charge of consumer affairs in the State Government who shall be its Chairman;
 - (b) such number of other official or non-official members representing such interest as may be prescribed by the State Government.
- the central council shall consists of 150 members and the term of the council shall be 3 years .

Meetings

- (2) The State Council shall meet as and when necessary but not less than two meetings shall be held every year.
- (3) The State Council shall meet at such time and place as the Chairman may think fit and shall observe such procedure in regard to the transaction of its business as may be prescribed by the State Government.

THANK YOU