

# Consumer Protection Act, 1986

**Dr Sujata Pawar**  
**Principal**

**Ismailsaheb Mulla Law College, Satara**

**[sujataspawar@gmail.com](mailto:sujataspawar@gmail.com)**

**9422400917**

# Before Consumer Protection Act

- Under sale of goods Act the principle is 'Buyer be aware' i.e., buyer is supposed to take care before buying goods.
- Buyer could be easily misled and duped.
- Common consumer is neither knowledgeable nor well informed.
- He needs support and protection from unscrupulous sellers

# CONSUMER PROTECTION ACT, 1986



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- It covers all the sectors whether private, public and co-operative or any person
- The provisions of act are compensatory as well as preventive and punitive in nature.
- ACT applies to all goods and services unless specifically exempted by the central Government

# Salient Features

- The consumer under this law is not required to deposit huge court fees, which earlier used to deter consumers from approaching the courts.
- The rigours of court procedures have been replaced with simple procedures as compared to the normal courts, which helps in quicker redressal of grievances.
- It offers a speedy and effective remedy to consumers.
- The set-up of consumer forum is geared to provide relief to both parties, and discourage long litigation. In a process called 'informal adjudication', forum officials mediate between the two parties and urge compromise.