

We are Consumers

- Besides basic necessities, we need a variety of things in our daily lives and, all of us are consumers in the literal sense of the term.
- When we buy things from the market as a consumer, we expect value for money, i.e., right quality, right quantity, right price, information about the mode of use, etc. But there may be instances where a consumer is cheated.



Consumer Protection Act, 1986

- The Consumer Protection Act, 1986 was enacted to provide a simpler and quicker access to redress of consumer grievances.
- The Act seeks to promote and protects the interest of consumers against deficiencies and defects in goods or services.
- It also seeks to secure the rights of a consumer against unfair trade practices, which may be practiced by manufacturers and traders.



Definitions

- **Consumer** : Any person who (1) buys any goods for a consideration (2) hires or avails of any services for a consideration.
- **Deficiency** : Means any fault, imperfection or shortcoming in quality, quantity, potency, purity or standard that is required to be maintained.
- **Defect**: Fault, Imperfection , Shortcoming in the , Quality, Quantity , Potency , Purity Or Standards

Definitions

- **Restrictive trade practice** : Any trade which tends to bring about manipulation of price or its conditions of delivery or to affect flow of supplies in the market in such a manner as to impose unjustified costs or restrictions.
- **Unfair trade practice** : a trade practice which for the purpose of promoting the sale adopts any unfair method or unfair or deceptive practice.
- **Service** : Means service of any description made available to potential users and includes but not limited to services in connection with banking, financing, insurance, transport, supply of electrical engineering, boarding or lodging, housing construction, entertainment , amusement etc.,

Who can file a complaint

- Any consumer to whom such service is provided
- Any recognized consumer association
- One or more consumers where there are numerous consumers having the same interest
- Central or state government either in its individual capacity or as a representative of interest of consumers in general