

WHAT IS A COMPLAINT?

“Complaint” means any allegation in writing made by a complainant that :

- An unfair trade practice or a restrictive trade practice has been adopted by any trader or service provider;
- The goods bought by him or agreed to be bought by him suffer from one or more defects ;
- The services hired or availed of or agreed to be hired or availed off by him suffer from deficiency in any respect;
- A trader or service provider as the case may be has charged for the goods or for the services mentioned in the complaint, a price in excess of the price
- Goods which will be hazardous to life and safety when used are being offered for sale to the public –
- Service which are hazardous or likely to be hazardous to the life and safety of the public when used, are being offered by the service provider which such person could have known with due diligence to be injurious to life and safety.

WHO IS A CONSUMER ?

- Any person who buys goods or avails services for consideration
- Consideration may be fully paid, partially paid or fully promised to be paid or partially promised to be paid
- Any body who uses the goods or services with the consent of the consumer
- Legal heir of consumer in case death of consumer
- Does not include any person who buys goods for resale or commercial purpose and services for commercial purpose
- However any person who buys goods for commercial use but exclusively for his livelihood by means of self employment is a consumer.

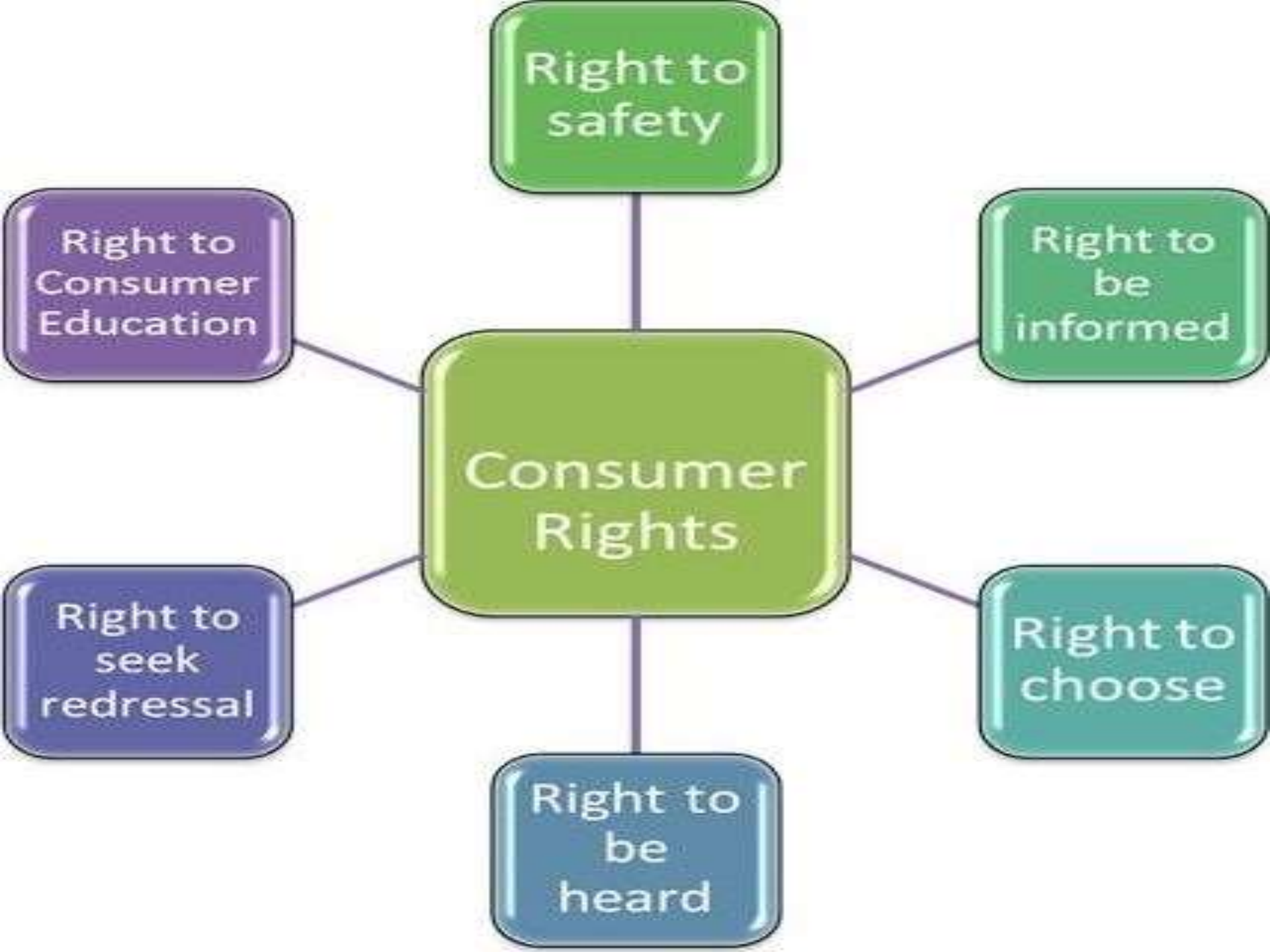
A complaint may be filed by

- The consumer to whom the goods are sold or services are provided
- Any recognised consumer association
- One or more consumers with same interest
- The central government or state government

RELIEF TO THE COMPLAINANT ?

After finding of defects in goods \services, acc.To section 14 the consumer forum may direct one or more of the following:-

- To remove the defect
- To replace the goods with new goods of similar description
- To return the price
- To pay such amount as compensation to the consumer for the loss
- To discontinue the unfair trade practice
- To cease manufacturing of hazardous goods
- To pay such sums as order if injury \loss
- Not to offer the hazardous goods for sale
- To provide for adequate cost to parties.



Right to safety

Right to be informed

Consumer Rights

Right to choose

Right to be heard

Right to seek redressal

Right to Consumer Education