

Rights of Consumer

- Right to be protected against marketing of goods and services which are hazardous to life and property.
- Right to be informed about the quality, quantity, standard and price of goods or services so as to protect the consumer against unfair trade practices.
- Right to be assured, wherever possible, access to variety of goods and services at competitive prices.
- Right to be heard and to be assured that consumers interests will receive due consideration at appropriate forums.
- Right to seek redressal against unfair trade practices.
- Right to consumer education.

Consumer Redressal Forum

Act envisages a three tier (quasi judicial) grievance redressal system

- District Forum
- State Commission
- National Commission

Sec. 23

- **Supreme Court of India**

Sec.20 -24

- **National Consumer Dispute Redressal Commission**
 - Pecuniary Jurisdiction: More than 1 Crore
 - Appeal Lies to SC within 30 days of the receipt of the Order.

Sec. 16 -19

- **State Consumer Dispute Redressal Commission**
 - Pecuniary Jurisdiction: Rs 20 Lakhs - 1 Crore
 - Appeal Lies to National Commission within 30 days of the receipt of the Order

Sec- 9 - 15

- **District Consumer Dispute Redressal Forum**
 - Pecuniary Jurisdiction: upto Rs 20 Lakhs
 - Appeal Lies to State Commission within 30 days of the receipt of the Order

District forum

- Established in each district consisting of a President and two members
- Jurisdiction : (1) where cause of action arose
2) Where one of the opposite party actually resides or carries on business or has a branch office
(3) where value of goods or services and compensation claimed is up to Rs. 20 lakhs.
- Complaint can be sent by post or personally filed. No specific format prescribed for filing complaint
- Complaint to be filed within two years from the date on which the cause of action arose

Procedure in District Forum

- On receipt of the complaint, forum will decide on admissibility of the complaint within 21 days, if admitted, copy of the complaint will be sent to opposite party within 21 days to furnish his version within 30 days
- The district forum shall settle consumer disputes within 3 months if no testing / analysis is required or else 5 months.
- District forum shall be deemed to be civil court. And hence shall have the same powers in summoning and enforcing attendance of witness, defendants, securing production of any record, material object as evidence
- Interim orders during the pendency of any proceedings can be passed
- Ex-parte orders can be passed
- Punitive damages and general damages can be granted
- If the complaint is found to be playful , may order the complainant to pay costs not exceeding Rs. 10,000/-