



Consumer Protection Act, 2019

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Good morning, how are you Ben?

I am also good.

Good morning sir.

Good sir, what about you?





Of course!
The steps taken to protect the consumer against the unfair practices of the producers and the seller is called Consumer Protection

Sir, can you tell me about Consumer Protection?





Because consumers are exploited by some of the producers and sellers.



Consumer can be exploited by:-

1. Adulteration of consumer goods.
2. Poor quality of goods and services
3. Misleading advertisement.
4. Short measures and underweight goods.
5. Creation of artificial scarcity by hoarding goods.

Why consumer protection is required?

How is consumer exploited by the producer and seller?





Sir, can you give me anyone example of consumer exploitation?

A manufacturer of sunflower oil claims in the advertisement published in the national newspaper that his oil is rich in vitamins, minerals ad proteins. On testing, all claims were found false.





Consumer protection is important:

1. From the consumer's point of view.
2. From the business point of view.

Then sir, what is the importance of consumer protection?



From Consumers' point of view

1. Consumer ignorance
2. Unorganized consumers
3. Widespread exploitation of consumers.



From Business's point of view

1. Long term interest of Business.
2. Business uses society's resources.
3. Social responsibility
4. Moral justification
5. Government Intervention



Sir is there any legal protection available to the consumer?



Yes, some chief legal remedies are the following:-

1. Consumer Protection Act-2019
2. The Contract Act, 1872
3. The sale of goods Act, 1930
4. The Essential Commodities Act, 1955
5. The Agricultural Produce (Grading and Marketing) Act, 1937
6. The Prevention of Food Adulteration Act, 1954
7. The Standards of Weight and Measures Act, 1976
8. The Trade Mark Act, 1999
9. The Bureau of Indian Standard Act, 2016





Consumer Protection Act, 2019

In 2019 Ministry of Law and Justice has passed a new act as "Consumer Protection Act, 2019" in place of "Consumer Protection Act, 1986". This act extends to the whole of India except the State of Jammu and Kashmir and came into force on 20th July, 2020. It covers all the goods and services.

Features or Scope of Consumer Protection Act, 2019

1. Coverage of all types of Product and Services.
2. Coverage of all private, public and cooperative sectors
3. Compensatory Nature of Provisions
4. Group of Consumer's Rights
5. Effective safeguards
6. Three-tier Grievances Redressal Machinery
7. Time bound Redressal



1. Any person who buys any goods for a consideration, which has been paid or promised or partly paid and partly promised, or under any system of deferred payment. It includes any user of such goods, when such use is made with the approval of the buyer.

No, that person is not a consumer.

2. Any person who hires or avail of any service for a consideration which has been paid or promised, or partly paid and partly promised, or under any system of deferred payment.

Sir, who is consumer according to this act?

Sir, any person who obtained goods for re-sale or for any commercial purpose, is also a consumer?





Sir, What is the ground to lodge a complaint under this act?

Complaint is lodged in the context of the following:-

1. Unfair/Restricted Trade Practice
2. Defective goods
3. Deficiency of Services
4. Excessive Charging of Price
5. Supply of Hazardous Goods





Sir what are the unfair trade practices and restrictive trade practices?



Unfair Trade Practices means to adopt a faulty way to gain excess profit by a trader. For example:-

1. do not follow the prescribed standards.
2. to resort to hoarding .
3. to launch a gift schemes.



Secondly, Restricted Trade Practices means selling goods and services on some conditions to consumers by a trader. For example:-

1. A bike seller sells bike on the condition that along with the bike one has to buy an insurance policy also.
2. In the same way Gas Agency give gas connection with a condition to buy gas stove..



In normal situation, the maximum time limit for this period is three months from the date of receipt of notice by the opposite party. If under some special condition there is a need to test the product, then the maximum time limit is five months.

Sir, What is the complaint disposal period?





Under this act complaint can be filed by:-

1. A consumer
2. A recognized consumer association
3. One or more consumer
4. Central Government or any State Government
5. In case a consumer being minor, his parents or legal guardian
6. In case of death of a consumer, his legal heir or legal representative

Sir, who can file complaint?





A complaint can be filed against
(a) **For Defective Goods:** Seller and Manufacturer
(b) **For Deficiency of Services:** Service provider

(a) **Defective Goods:** The quality, quantity, potency or purity of goods are not in accordance with contract.
(b) **Deficiency of Services:** Any imperfection, shortcoming, or inadequacy in the quality, nature and manner of performance of services.

Sir, against whom can the complaint be filed?

Sir, what is the meaning of Defective Goods and Deficiency of Services?





Under this act remedies available to consumers are as follows:-

1. Removal of defects
2. Replacement of goods
3. Refund of Price
4. Award of Compensation
5. Removal of Deficiency in Service
6. Stopping the Sale of Hazardous Goods
7. Discontinuance of Unfair/Restricted Trade Practices
8. Withdrawal of Hazardous Goods from the Market
9. Payment of Adequate Cost

Sir, what are the remedies available to consumers?





Yes, there are some rights available to consumers under Consumer Protection Act, 2019:-

1. Right to Safety
2. Right to be Informed
3. Right to Choose
4. Right to be Heard
5. Right to Seek Redressal
6. Right to Consumer Education

Sir, is there any right available to consumer under Consumer Protection Act?





Yes, of course! there are some responsibilities are also available to consumers under Consumer Protection Act, 2019:-

1. Be aware about all similar products
2. Be honest in your dealings
3. Focus on only standardized products
4. Learn about the associated risks
5. Read labels carefully
6. Do not forget to get cash memo
7. Always file complaint for genuine grievances
8. Respect environment
9. Form consumer societies

Then, some responsibilities of consumers also there?





The Consumer Protection Act, 2019 has provided three-tier judicial machinery for redressing the grievances of consumers.

Sir, where can we file complaint?





There are three stages for redressing the grievances of consumers

1. District Consumer Disputes Redressal Commission or District Commission
2. State Consumer Redressal Commission or State Commission
3. National Consumer Disputes Redressal Commission or National Commission

Sir, what is this three tier judicial machinery?





Of course!

The state government shall set up one or more 'District Consumer Disputes Redressal Commission' known as the 'District Commission' in each district. Each commission consists of A president, who is qualified to be a District Judge and not less than two and not more than such number of members as may be prescribed, in consultation with the Central Government. It entertains complaints where the value of goods and services paid as consideration does not exceeds Rs.1 crore,

Sir, can you explain District Commission?





Unsatisfied party can appeal before the State Commission within 45 days from the date of the order.

Sir, if any one party is not satisfied with the order of the District Commission?





The state government shall also set up one 'State Consumer Disputes Redressal Commission' known as the State Commission' in each State. Each commission consists of A president, who is qualified to be a High Court Judge and not less than four and not more than such number of members as may be prescribed, in consultation with the Central Government. It entertains complaints where the value of goods and services paid as consideration exceeds Rs.1 crore and upto 10 crore.

Sir, what about the State Commission?





No, the unsatisfied party can appeal before the National Commission within 30 days from the date of the order.

Is the same time period provided to appeal in the next commission?





The central government shall set up a 'National Consumer Disputes Redressal Commission' known as the National Commission'. The National Commission consists of A president, who is qualified to be a Supreme Court Judge and not less than four and not more than such number of members as may be prescribed by the Central Government. It entertains complaints where the value of goods and services paid as consideration exceeds Rs.10 crore.

Sir, please tell about the National Commission also?





No, in case the aggrieved party is not satisfied with the order of National Commission, he can appeal before the Supreme Court of India within 30 days from the date of the order.

Sir, is the decision of National Commission the final decision?





Thankyou sir for explaining the topic 'Consumer Protection' and clearing our doubts?

You are welcome my dear students.

