



[Frequently Asked Questions]

Consumer Protection ACT, 1986 Part - 1

Subject:	Business Economics
Course:	B. A. (Hons.), 2 nd Semester, Undergraduate
Paper No. & Title:	Paper – 203 Legal Aspects of Business
Unit No. & Title:	Unit – 4 Consumer Protection ACT, 1986
Lecture No. & Title:	Lecture – 1 Consumer Protection ACT, 1986 Part - 1

Frequently Asked Questions

Q1. Who is consumer?

A1. A person who buys any goods or services for a consideration, which has been paid or promised or partly paid and partly promised, or under any system of deferred payment is a Consumer.

Note: A person who obtains such goods for resale or for any commercial purposes will not be a consumer. However, if such goods are bought by a person exclusively for the purpose of earning his livelihood by means of self-employment then such a person will be considered as a consumer.

Q2. What is meant by consumer protection?

A2. Consumer protection is a group of laws and organizations designed to ensure the rights of consumers as well as fair trade, competition and accurate information in the marketplace. The laws are designed to prevent businesses that engage in fraud or specified unfair practices from gaining an advantage over competitors.

Q3. What are the Rights of Consumers as stipulated under Consumer Protection Act 1986?

A3. Consumer is having the rights as indicated below:

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

Q4. When consumer protection act is important for consumer?

A4. Consumer protection act is important for consumer because it protects them from partial and unequal practices.

Q5. How the consumer is defined in consumer protection act?

A5. For the purpose of the consumer protection act the word "Consumer" has been defined separately for "goods" and "services"

Q6. What is the meaning of "Goods" in terms of the CPA?

A6. Goods include:

- anything marketed for human consumption;
- any tangible object, including medium on which anything is written or encoded
- any literature music, photographs, movies, films, games, data, software, codes or any other intangible products written or in coded on any medium or a license to use such product.
- any legal interest in land or any other immovable property (other than an interest that falls within the definition of service, and) gas, water and electricity.

Q7. What is the meaning of "Services" in terms of the CPA

A7. "service" means service of any description which is made available to potential users and includes the provision of facilities in connection with banking, financing, insurance, transport, processing, supply of electrical or other energy, board or lodging or both, 6[housing construction], entertainment, amusement or the purveying of news or other information, but does not include

the rendering of any service free of charge or under a contract of personal service.

Q8. Why CPA is important for consumer?

A8. CPA provides protection to consumer against the unfair trade practices adopted by manufacturer and traders.

Q9. Name the first two machinery for settlement of consumer disputes?

A9. District forum and state commission

Q10. What are the responsibilities of consumer?

- A10.**
1. Don't purchase in hurry.
 2. Don't purchase with close eyes.
 3. Don't compromise with quality
 4. Always purchase ISI and Agmark products.