



[Glossary]

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

Glossary

1. Complainant:-According to Section 2(1) (b) "Complainant" means (i) a consumer or (ii) any voluntary consumer association registered under the Companies Act, 1956 or under any other law for the time being in force or (iii) the central govt. or any state government, which makes a complaint (iv) one or more consumers, if there are a number of consumers and have the same interest.

2. Complaint: - A complaint means any allegation in writing made by a complainant that a. An unfair trade practice or a restrictive trade practice has been adopted by any trader or service provider. b. The goods bought by him or agreed to be bought by him suffer from one or more defects. c. The services hired or availed or agreed to be hired or availed of by him suffer from deficiency in any respect;

3.Consumer: - According to this Act, "Consumer means any person who a. 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. The term includes any user of such goods other than the person who buys such good for consideration paid or promised or partly paid and partly promised or under any system of deferred payment when such use is made with the approval of such person. But the term does not include a person who obtains such goods for resale or for any commercial purpose; or