



[Frequently Asked Questions]

Consumer Protection ACT, 1986 Part - 2

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 – 2 Consumer Protection ACT, 1986 Part – 2

Frequently Asked Questions

Q1. What are the Issues to be consider when filing a Consumer complaint?

A1. A consumer would have to check where the jurisdiction would lie and then ascertain the value of the claim. The consumer will have to file your complaint depending upon the amount of money or compensation he wants from the opposite party for the deficient service the opposite party has provided to him for the defective product that the consumer has been sold.

Q2. What are documents required for filing a complaint?

A2. Documents required

- Relevant documents of the product purchased.
- Details of payments made by complainant (cheque number/cash, etc.)
- Details of the price of goods and services.
- Details of the bill/invoice as evidence of purchase (bill number and date, item and amount)
- Copy of advertisement and catalogue that promised the concerned goods and service
- Other documents such as agreement copies, bounced cheques, opposite parties' letters.

Copy of letters sent to the opposite party to request for rectification of fault and settlement of the grievance

Q3. Who can make complaint?

A3. A consumer as defined under Consumer Protection Act, 1986

A registered Voluntary Consumer Association
Central Government

Q4. How to register the complaints?

A4. 1. Complaint can be registered within 2 years from the date on which the cause of action has arisen.

2. Stamp paper is not required for declaration

- Complaint can be registered, in person, by the complainant or through his authorized agent or by post addressed to the Redressal Agency.

3. Lawyers are not necessary.

Q5. Is There Any Time Limit For Filing A Complaint?

A5. Yes, the time limit is within two years from the date on which the cause of action arises. This would mean two years from the day the deficiency in service or defect in goods has arisen/detected.

Q6. Can This Time Limit Ever Be Extended?

A6. Yes, But only under certain Circumstances. If the time limit expires but you are still able to satisfy the Forum or Commission about the reasonableness in the delay, your complaint can still be taken up. However, the delay for every single day has to be explained

Q7. What are the reliefs provided under the Act?

A7. The District Forum / State Commission can order the following relief's:

- To remove the defects in the goods pointed out.
- To replace the goods.
- To return to the complainant the price of the goods

- To pay such amount of compensation for the loss or injury suffered by the consumer.
- To remove the defects or deficiency in the services
- To discontinue the unfair trade practice or not to repeat it
- To withdraw the hazardous goods from being offered for sale
- To provide the cost of expenditure incurred by the complainant

Q8. Why the Consumer Protect Act?

A8. Because a consumer has a RIGHT to Safety, Information, Choose, Beheard, Redressal, Consumer education

Q9. In which court the complaint under CPA should be filled?

A9. Depends upon the amount of compensation claimed. Up to one lac in district consumer protection forum. From one to 20 lac in state consumer protection forum. And if more than 20 lac - national consumer protection forum.

Q10. Which of the malpractice case is probably the most easily avoided?

A10. There may be insignificant basis of asserting malpractice against ant practitioner. The malpractice cases are most easily avoided like cases involving failure to sterilise by proper sterilization.