



[Summary]

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

Summary

In this session we discussed about complaint, how to fill, redressal agency like district forum, state forum and national forum. We also discussed about central council and its importance in CPA. The CPA provides a three-tier consumer grievance redressal machinery — District Forums at the base, the State Commission at the middle level and the National Commission at the apex level. The redressal machinery is quasi-judicial in nature. The redressal machinery is simply to notice the principles of natural justice. The Consumer Protection Act lays down time limits for the removal of cases so as to provide immediate redressal of complaints. The Consumer Protection Act also covers complaints relating to unfair trade practices. Thus, a consumer can protect against food infection, short weighting and overcharging, directly to the District Forums. The consumer can pick up a food sample from a shop, get it analyzed by a chemist and file a complaint on that basis.