



A & S LAW WEEKLY

Week - 4

Consumer Protection Act



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SIX TYPES OF CONSUMER RIGHTS

6 TYPES OF CONSUMER RIGHTS



RIGHT TO
CHOOSE



RIGHT TO BE
INFORMED



RIGHT TO CONSUMER
EDUCATION



RIGHT TO
SAFETY



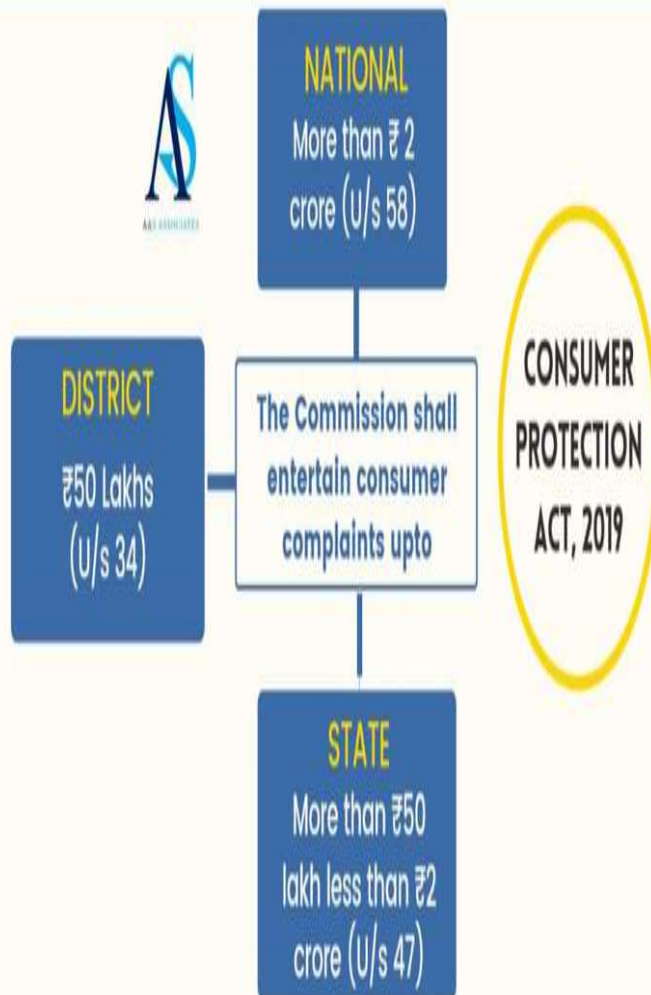
RIGHT TO
BE HEARD



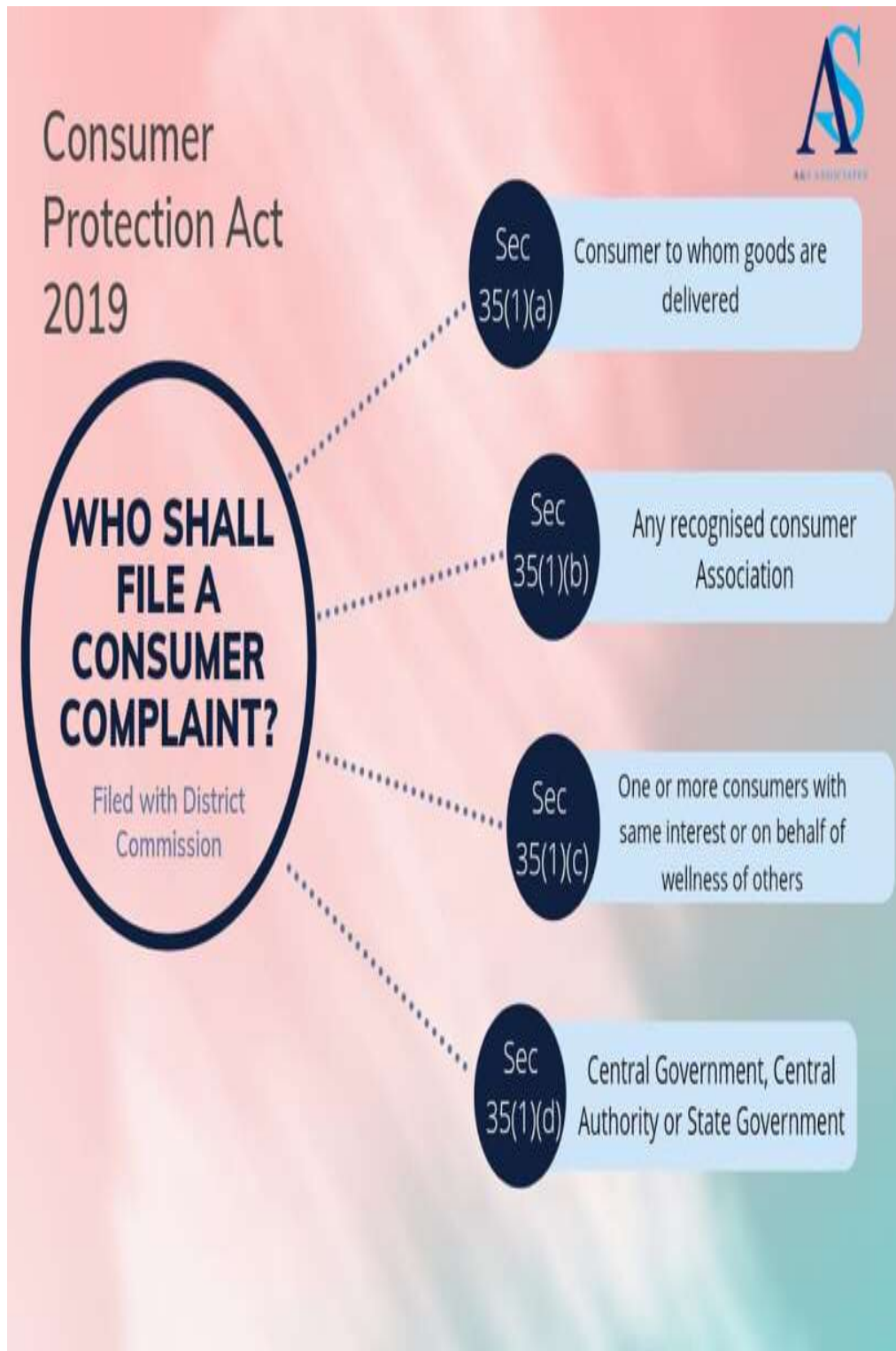
RIGHT TO
REDRESSAL

JURISDICTION OF CONSUMER COMMISSIONS

Jurisdiction of District, State and National Consumer Commission



WHO SHALL FILE A CONSUMER COMPLAINT



WHO IS A COMPLAINANT ?

*WHO IS COMPLAINANT UNDER
CONSUMER PROTECTION ACT 2019*



**SECTION 2(5) OF THE
ACT**

Consumer



**One or more consumers
having same interest**

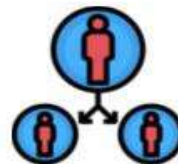
**Registered Consumer
Association**



**Legal guardian of
minor consumer**



Legal heirs of Consumer



UNFAIR CONTRACT UNDER CONSUMER PROTECTION ACT



The infographic features a white brick wall background with a large, light orange circular area in the center. In the top right corner, there is a logo for 'A&S ASSOCIATES' consisting of a stylized 'A' and 'S' in blue and black. On the left side of the orange circle, there is a black oval with a pink border containing the text 'Section 2(46) of the consumer protection Act.' To the right of this oval, the words 'Unfair Contract' are written in a large, black, cursive font. Below this, there are three pink rounded rectangular boxes, each containing a white checkmark icon and a line of text. The first box says 'contract between a consumer and a manufacturer / service provider / trader'. The second box says 'terms that bring about a significant change'. The third box says 'in the consumer rights under the Act.' To the right of the third box, there are three small, pink, four-pointed starburst icons.

Section 2(46)
of the
consumer
protection
Act.

Unfair Contract

- ✓ contract between a consumer and a manufacturer / service provider / trader
- ✓ terms that bring about a significant change
- ✓ in the consumer rights under the Act.

WHAT IS CONSUMER COMPLAINT ?

WHAT IS COMPLAINT



UNDER SECTION 2(6) OF CONSUMER PROTECTION ACT 2019

UNFAIR CONTRACT OR UNFAIR TRADE PRACTICE



GOODS SUFFER ONE OR MORE DEFECTS

SERVICES HIRED OR AVAILED SUFFERED ANY DEFICIENCY



EXCESS OF PRICE

GOODS HAZARDOUS TO LIFE AND SAFETY



PRODUCT LIABILITY CLAIM

**PROCEEDING BEFORE DISTRICT CONSUMER
COMMISSION**

**The Consumer
Protection
Act, 2019**

Section 36



**Proceedings Before District
Commission**

Sec
36(1)

Proceeding shall be conducted by
President of Commission & atleast one
member thereof

Sec
36(2)

On receipt of complaint, District
Commission may admit or reject the same

Sec
36(3)

If the District Commission does not decide the
issue of admissibility of the complaint within
specific period, it shall be deemed to have been
admitted

PROCEDURE ON ADMISSION OF A CONSUMER COMPLAINT BEFORE DISTRICT COMMISSION



Section 38 - Procedure on Admission of complaint **Under The Consumer Protection Act 2019**

Complainant should file a complaint before Consumer Commission.

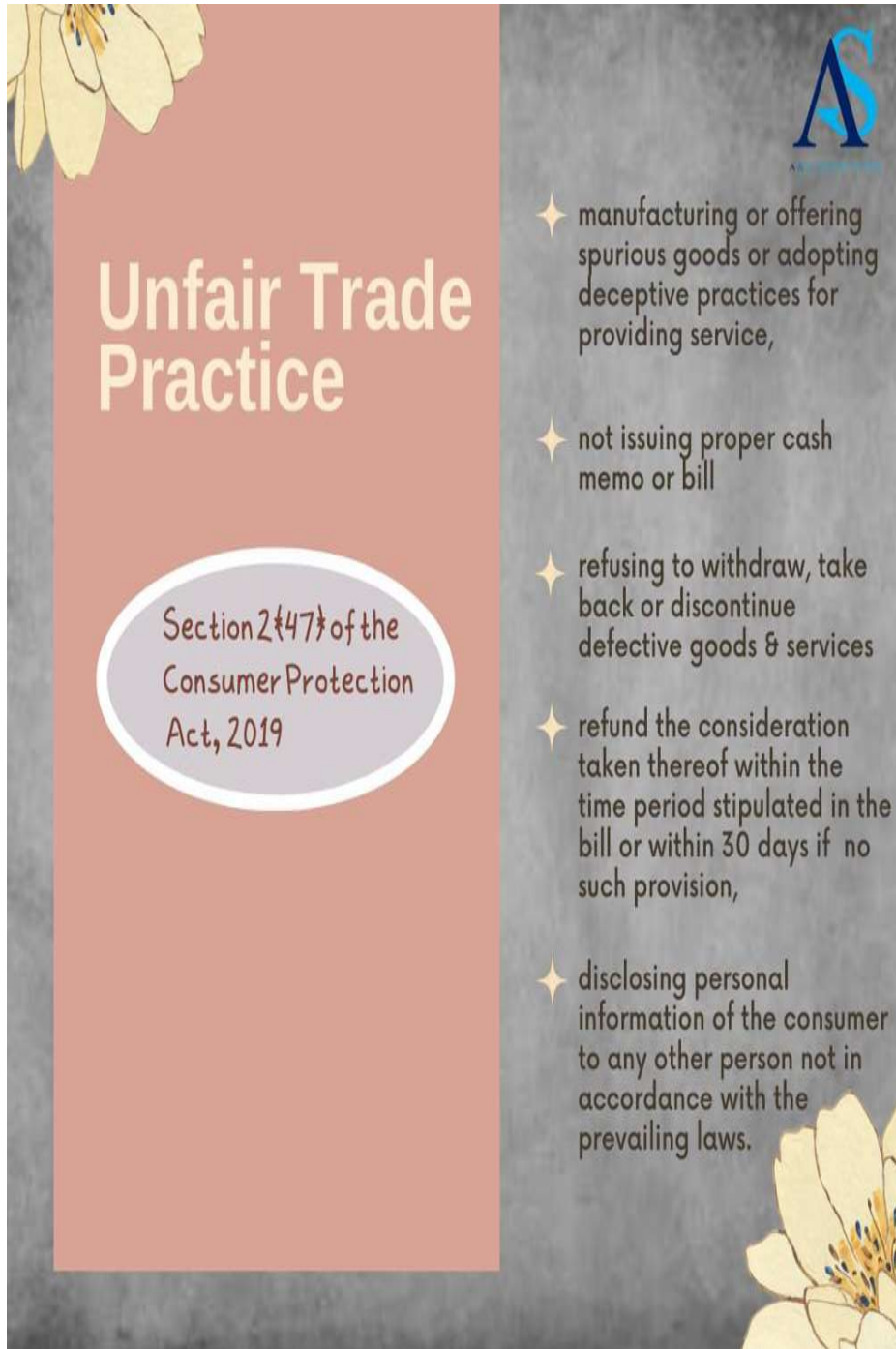
The commission will admit their complaint, and they will issue a notice to the opposite party.

If the opposite party object the defect, Then they should file a written statement within 45 days.

Either of the Aggrieved party can go for an appeal, the appeal should be filed within 45 days.

After evidence and trial, The commission shall pass the appropriate orders.

UNFAIR CONTRACT UNDER THE CONSUMER PROTECTION ACT



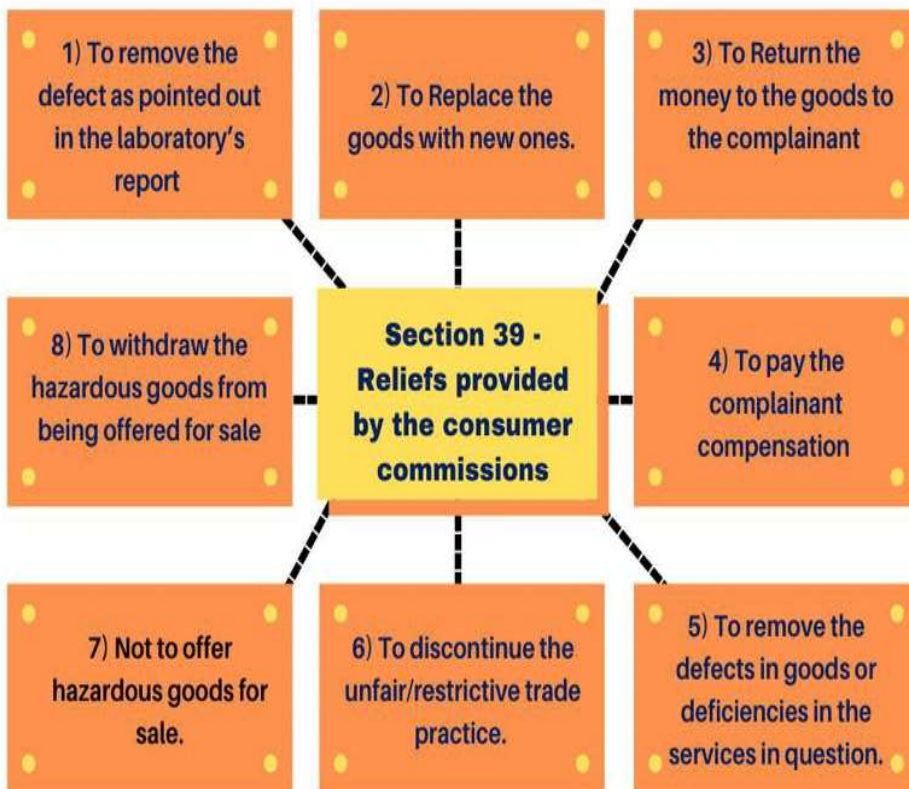
The infographic is divided into two main vertical sections. The left section has a reddish-brown background with a yellow flower illustration in the top-left corner. It features the title 'Unfair Trade Practice' in large white font and a white oval containing the text 'Section 2(47) of the Consumer Protection Act, 2019'. The right section has a grey background with a blue logo at the top right and a yellow flower illustration in the bottom-right corner. It lists five unfair trade practices, each preceded by a yellow star icon.

Unfair Trade Practice

Section 2(47) of the Consumer Protection Act, 2019

- ✦ manufacturing or offering spurious goods or adopting deceptive practices for providing service,
- ✦ not issuing proper cash memo or bill
- ✦ refusing to withdraw, take back or discontinue defective goods & services
- ✦ refund the consideration taken thereof within the time period stipulated in the bill or within 30 days if no such provision,
- ✦ disclosing personal information of the consumer to any other person not in accordance with the prevailing laws.

RELIEF PROVIDED UNDER THE CONSUMER PROTECTION ACT



RESTRICTIVE TRADE PRACTICES



Restrictive trade practices

SECTION 2(41) IN THE
CONSUMER
PROTECTION ACT,
2019

- a trade practice which tends to bring about manipulation of price or its conditions of delivery or

- affect flow of supplies in the market relating to goods or services

- impose on the consumers unjustified costs or restrictions