

REDRESSAL AGENCIES UNDER THE CONSUMER PROTECTION ACT

DISTRICT FORUM

(644)

- consists of a President and two other members one of whom should be woman.
- appointed by the state govt.
- Value of goods along with compensation does not exceed ₹ 20 lakhs.
- District forum shall refer the complaint to party against whom complaint is filed.
- Goods are sent for testing after that District forum shall pass an order.
- If aggrieved party not satisfied, he can appeal before State Comm. within 30 days of passing of order.

STATE COMMISSION

(35)

- consists of a President and two members one of whom should be woman.
- appointed by the State government concerned.
- Value of goods along with compensation exceeds ₹ 20 lakhs but does not exceed ₹ 1 crore.
- State commission shall refer the complaint to party against whom the complaint is filed.
- Goods are sent for testing after that state commission shall pass an order.
- If aggrieved party not satisfied he can appeal before National Commission within 30 days of passing of the order.

NATIONAL COMMISSION

- consists of a President and at least four other members, one of whom should be a woman.
- appointed by the Central Government.
- Value of goods along with compensation exceeds ₹ 1 crore.
- National commission shall refer the complaint to the party against whom complaint is filed.
- Goods are sent for testing after that National commission shall pass an order.
- If aggrieved party not satisfied he can appeal before the Supreme Court within 30 days of passing of order.

Remedies Reliefs Available

Date.....

- To remove defect in goods or deficiency in service.
- To replace the defective product with new one
- To refund the price paid for the product
- To pay a reasonable amount of compensation for any loss or injury
- To pay punitive damages.
- To discontinue unfair trade practices
- Not to offer hazardous goods for sale
- To cease manufacture of hazardous goods.
- To pay any amount to be credited to Consumer Welfare Fund (not less than 5% of value of the defective goods/ services)
- To issue corrective advertisement
- To pay adequate costs to the appropriate party.

Role of NGOs / Consumer Organisations

Date:

- Educating the general public about consumer rights.
- Publishing periodicals and other publications.
- Carrying out comparative testing of consumer products of competing brands.
- Encouraging consumers to strongly protest and take an action against unfair trade practices of sellers.
- Providing legal assistance to consumers.
- Filing complaints in appropriate consumer courts.
- Taking an initiative in filing cases in consumer courts.