

CONSUMER PROTECTION ACT, 1986

● seeks to protect and promote the consumers' interest through speedy and inexpensive redressal of their grievances.

● Confers certain rights to consumers to empower them to protect their interests.

CONSUMER RIGHTS

- Right to Safety
- Right to be informed
- Right to choose
- Right to be heard
- Right to seek redressal
- Right to Consumer Education.

Consumer Responsibilities

- Check various goods and services available in the market.
- Check ISI Mark, FPD Mark, Hallmark, etc.
- Learn risks associated with products and services.
- Read labels carefully to know about price, net weight, manufacturing and expiry dates etc.
- Be honest & fair in dealings.
- Ask for a cash memo on purchase as it serves as a proof of the purchase.
- File a complaint in an appropriate consumer forum.
- Form consumer associations to safeguard their interests.
- Respect the environment.
- Assert yourself to ensure that you get a fair deal.