

Prof. (Dr.) K.V.S. SARMA,  
PROFESSOR OF LAW &  
VICE CHANCELLOR,  
MAHARASHTRA NATIONAL LAW  
UNIVERSITY, AURANGABAD.

# CONSUMER PROTECTION ACT, 2019.

(PRESIDENT ASSENT-9-8-2019)

An Act to provide for protection of the interests of consumers and for the said purpose, to establish authorities for timely and effective administration and settlement of consumers' disputes and for matters connected therewith or incidental matters.

The Act consists of 107 Sections and it is divided into EIGHT CHAPTERS.

1) Preliminary-1,2.

2) Consumer Protection Councils-3 to 9.

- 3) Central Consumer Protection Authority-10-27.
- 4) Consumer Disputes Redressal Commission-  
28 to 73
- 5) Mediation – 74 to 81
- 6) Product Liability- 82 to 87
- 7) Offences and Penalties-88 to 93.
- 8) Miscellaneous- 94 to 107.

Chapter I- Preliminary-1,2

S. 2 (5): Complainant;

S. 2(6):Complaint;

S. 2(8): Consumer Dispute;

S. 2(9): Consumer Rights:

i) Right to be protected against marketing goods and services which are hazardous to life and property;

- ii) The right to be informed about the quality, quantity, potency, purity, standard and price of goods, products and services;
- iii) the right to have access to variety of goods, products or services at competitive services;
- iv) the right to be heard at appropriate fora;
- v) the right to seek redressal against UTP, RTP or unscrupulous exploitation of consumers;
- vi) the right to consumer awareness;

S. 2 (10). Defect;

S. 2 (11). Deficiency;

S. 2 (12). Design-Product Liability;  
S. 2 (16). E-commerce,  
S. 2 (18). Endorsement- Advertisement;  
S. 2 (21). Goods;  
S. 2(21). Harm-Product Liability;  
S. 2 (23). Injury;  
S. 2 (33). Product;  
S. 2 (34). Product Liability.  
S. 2 (41). Restrictive Trade Practice;  
S. 2 (42). Service;  
S. 2 (45). Trader;  
S. 2 (46). Unfair Contract;

S. 2 (47). Unfair Trade Practice;

CHAPTER II – CONSUMER PROTECTION

COUNCILS – (s. 3 TO 9)

CHAPTER III – CENTRAL CONSUMER

PROTECTION AUTHORITY – (S.10 TO 27)

CHAPTER IV – CONSUMER DISPUTES

REDRESSAL COMMISSION- (S. 28 to 73)