

Consumer: Satisfaction and Protection

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Consumer Protection Act 1986

- The Consumer Protection Act of 1986 has clearly defined consumer rights and established special judicial systems in India for consumer protection.
- Consumer courts were established as a result of this law.

What are the rights of consumers provided by the Consumer Protection Act of 1986?

- The right to be protected against the marketing of goods and services which are hazardous to life and property.
- The right to be informed about the quality related aspects of goods and services.
- The right to have access to goods and services at fair prices.
- The right to be heard and to seek redressal (solution) at appropriate forums.
- The right to consumer education.

Administrative mechanism

Different departments and institutions working for the protection of consumers' interests:

- ◆ Legal Metrology Department : Ensures the weights and measures standards
- ◆ Food Safety Department : Ensures the quality of food products
- ◆ Central Drugs Price Control Committee : Controls price of medicines
- ◆ Drugs Control Department : Ensures the quality and safety of medicines.
- ◆ Food Safety and Standard Authority of India : Ensures the quality of food products at various stages like production, distribution, storage, sale and import.

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