

Consumer Rights and **Protection** in India

Dr.C.AMOSE

Consumer Rights and Protection in India

Dr.C.AMOSE M.A(P.Sc)M.Ed., M.A.(His)M.Phil., M.A(Edu), Ph.D.

Assistant Professor of History

Government Art College, Karur

May – 2018

C.C.A. Publication

Christ Nagar, Malaivilai,

Cheruppaloor P.O.

Kanyakumari Dist. 629 161

Ph.04651 279380, Cell 9443281364

Copyright ©

Title : Consumer Rights and Protection in India
Print : 2018
Pages :
Price :
ISBN : 978-81-908060-4-6
Published by :

C.C.A. Publication
Christ Nagar, Malaivilai
Cheruppaloor P.O.
Kanyakumari Dist.

Copies can be had from the publisher

Printed at

C.C.A. Publication
Christ Nagar, Malaivilai
Cheruppaloor P.O.
Kanyakumari Dist.

Preface

Consumer protection has remained focal point of legislation in our country, responding whenever and wherever necessary by passing legislations. Consumers continue to be in a pitiable condition due to poverty, illiteracy, ignorance and soon. Adulterated food, spurious medicines and standard-less domestic appliances are pushed over the market. Also, humiliation and harassment are faced by the people like in buses, railways, banks, electricity and health care. In this book, an attempt has been made to study some of the acts relating to consumer protection.

I am very much delighted to present this book before you for the university examination purpose. It is meant to serve as a text book on Consumer Rights in India prepared in accordance with the syllabus of Business Management Commerce and Public Administration of Bharathi Dhasan University and Manonmaniam Sundaranar University. It has been my endeavour to incorporate all relevant materials for the student community.

I am gratefully acknowledge the principal Dr, Pari, Dr. N. Rajendran, HOD, Dr.S.Sivasankaran the staff and students of Govt. Arts college, Karur, Who have encouraged and helped me in various ways to public this work.

Above all, I whole heartedly thank the Lord Almighty for His strength, knowledge and Guidance showered upon me to do this work.

Dr.C.AMOSE.

CONTENTS

Sl.No.	Topics	Page No
1	Rights and Duties of Citizens of India	1
2	Consumer Rights - Meaning	6
3	Consumer Exploitation and causes	11
4	Consumerism and Consumer Protection	21
5	Consumer Protection in India	29
6	Some Important Consumer Organizations	37
7	Consumer Protection Legislations before Independence	44
8	Consumer protection Legislations after Independence	61
9	Restrictive Trade practices	84
10	Consumer protection Act (CPA) 1986	95
11	CPA-A New Legal Culture	105
12	Establishment of Redressal Agencies	108
13	Consumer Protection Councils	127
14	Department of Consumer Affairs (DCA)	131
15	Consumer Issues	137
16	Online Trading	140
17	Bibliography	
18	Model Question Paper	