



## FREQUENTLY ASKED QUESTIONS

ON

## THE CONSUMER PROTECTION ACT, 2019



Image 1 Consumer Protection

### 1. Who is a consumer?

Consumer is a person who buys any goods or hires or avails any services for a consideration. Consumer also includes a person who uses such goods or is a beneficiary of service with the approval of purchaser. However, Consumer does not include a person who buys goods or services for any commercial purpose. Commercial purpose does not include use of goods bought and used by a person exclusively for the purpose of earning his livelihood, by means of self-employment. It includes both offline and online transactions. The term consumer has been defined under Section 2(7) of the Act.

### 2. What are the rights of the Consumer?

Under the Consumer Protection Act, 2019, a consumer has the following rights:

- a. **Right of Protection** – A consumer has the right to be protected against the **marketing** of goods, products, or services which are **hazardous to life and property**.
- b. **Right to Information** – A consumer has the right to be informed about the **quality, quantity, potency, purity, standard and price** of goods, products or services, as the case may be, so as to protect the consumer against **unfair trade practices**.
- c. **Right of assurance** – A consumer has the right to be assured, wherever possible, access to a variety of goods, products or services at competitive prices.
- d. **Right to be heard** – A consumer has the right to be heard and be assured that consumer's interest will receive due consideration at appropriate fora.
- e. **Right to seek Redressal** – A consumer has the right to seek redressal against unfair trade practices or unscrupulous exploitation of consumers.
- f. **Right to Awareness** – A consumer has the right to consumer awareness.

### 3. Who can file a complaint under the Consumer Protection Act?

The following persons can file a complaint under the Consumer Protection Act:

- A consumer;
- Any **voluntary consumer association registered** under any law for the time being in force;



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- **The Central Government or any State Government;**
- **The Central Authority** i.e. the Central Consumer Protection Authority.
- **One or more consumers**, where there are numerous consumers having the same interest;
- **Legal heir or legal representative**, in case of death of a consumer;
- **Parent or legal guardian**, in case the consumer is a minor.

**4. What can be complained under the Consumer Protection Act?**

A complaint can be filed by a complainant for –

- **Unfair Contract or unfair trade practice or a restrictive trade practice** has been adopted by any trader or service provider;
- **Defective Goods** – i.e. the goods bought by him or agreed to be bought by him suffer from one or more defects;
- **Deficiency of Services** – i.e. the services hired or availed of or agreed to be hired or availed of by him suffer from any deficiency.
- **Excessive Price** – i.e. a trader or a service provider has charged for the goods or for the services, a price in excess of the price (a) fixed by or under any law; (b) displayed on the goods or packaging; (c) displayed on the price list exhibited by him or under any law; (d) agreed between the parties;
- **Hazardous goods are being offered for sale** – (a) in contravention of standards relating to safety of such goods as required to be complied with; (b) where the trader knows that the goods so offered are unsafe to the public.
- **Hazardous services** – i.e. the services which are hazardous or likely to be hazardous to life and safety of the public when used, are being offered by a person who provides any service and who knows it to be injurious to life and safety;
- **Product Liability** – i.e. a claim for product liability action lies against the product manufacturer, product seller or product service provider.

**5. Where can the complaint be filed?**

- **District Consumer Disputes Redressal Commission (DCDRC)** – value of goods and services paid for does not exceed 1 crore Rupees.
- **State Consumer Disputes Redressal Commission (SCDRC)** - value of goods and services paid for is more than 1 crore but does not exceed 10 crore Rupees.
- **National Disputes Redressal Commission (NCDRC)** - value of goods and services paid for does exceeds 10 crore Rupees.

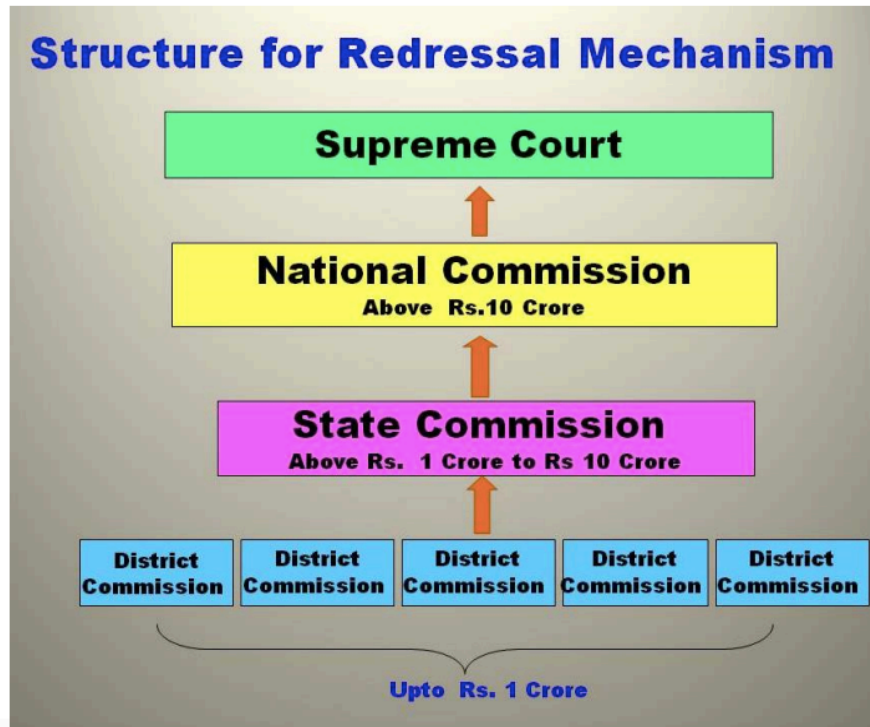


Image 2 Structure of Redressal Mechanism under the Consumer Protection Act, 2019

## 6. Can a consumer complaint be filed online?

Yes, a consumer complaint can be filed online at <https://edaakhil.nic.in/edaakhil>. Which is an initiative by the Department of Consumer Affairs, Government of India. It has a detailed handbook, and tutorials for helping the consumers in the process of e-filing. The Handbook for E-Daakhil can be accessed at [http://edaakhil.nic.in/edaakhil\\_hand\\_book.pdf](http://edaakhil.nic.in/edaakhil_hand_book.pdf).

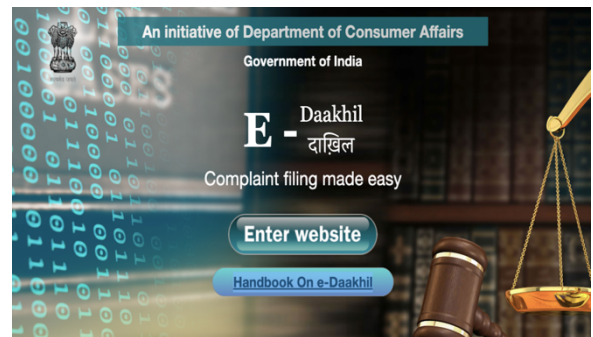


Image 3 E-Daakhil Portal



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**Consumer Commission Online-Application Portal**

Home Complainant/Advocate Section Consumer Commission Section Help & User Manuals Useful Links

**eDaakhil portal launched for SCDRC and DCDCs Assam State w.e.f 15-03-2022**



INSTRUCTIONS FOR E-FILING

| Video Tutorial                                      |   | Download Manual                                |
|---|---|--|
| Step By Step Registration Video (English)           | Step By Step Registration Video (Hindi)           | Step By Step Registration (Document)           |
| Step By Step New Consumer Complaint Video (English) | Step By Step New Consumer Complaint Video (Hindi) | Step By Step New Consumer Complaint (Document) |
| First Appeal Filing Video (English)                 | First Appeal Filing Video (Hindi)                 | First Appeal Filing (Document)                 |
| Revision Petition Filing Video (English)            | Revision Petition Filing Video (Hindi)            | Revision Petition Filing (Document)            |
| Step By Step Payment Process (English)              | Step By Step Payment Process (Hindi)              | Step By Step Payment Process (Document)        |
| Written Response by Opposite Party Video (English)  | Written Response by Opposite Party Video (Hindi)  | Written Response by Opposite Party (Document)  |
| Rejoinder by Complainant (English)                  | Rejoinder by Complainant (Hindi)                  | Rejoinder by Complainant (Document)            |
| Application Filing By Complainant (English)         | Application Filing By Complainant (Hindi)         | Application Filing By Complainant (Document)   |

Image 4: E-Daakhil Main Page

**7. Is there a Consumer Helpline Number?**

Yes. There is a National Consumer Helpline (NCH) number i.e. 1800-11-4000 or 14404 which is available on <https://consumerhelpline.gov.in/>. The number works on all days (8:00 am to 8:00 pm) except National Holidays.

**Government of India**  
**Department of Consumer Affairs**  
**Ministry of Consumer Affairs, Food & Public Distribution**  
**National Consumer Helpline (NCH)**

**1800-11-4000**  
OR  
**14404**

© All Days Except National Holidays(08:00 AM To 08:00 PM)

**JAGO GRAHAK JAGO**

Consumer Support Portal (Version 2.3)



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**References:**

1. The Consumer Protection Act, 2019.
2. Image 1 sourced from: <https://www.latestlaws.com/legal-faqs/consumer-laws-faqs>.
3. Image 2 sourced from: <https://consumerhelpline.gov.in/ConsumerCourt.pdf>.
4. Image 3 sourced from: <https://edaakhil.nic.in/index.html>
5. Image 4 sourced from: <https://edaakhil.nic.in/edaakhil/>
6. Image 5 sourced from: <https://consumerhelpline.gov.in/>

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