

Consumer Rights Act

A consumer is a person or a group who intends to
Order or uses purchased goods, products or
services etc.

Consumer protection Act 2019

- Right to be informed about the quality, quantity, price, purity, Standard of goods or services.
- Right to choice, wherever possible through access, to a variety of goods & services at competitive prices.
- Right against the marketing of goods & services which are hazardous to life and property.
- Right to consumer education.

Redressal Agencies under CPA 2019

- District Consumer Disputes Redressal Commission.
- State Consumer Disputes Redressal Commission.
- National Consumer Disputes Redressal Commission.