

Q. Explain the recent features of the consumer protection Act 2019? (200w)

Answer

Consumer Protection Act 2019 is an act of parliament of India. It replaces the consumer protection Act 1986. ✓

Consumer Protection Act 2019 provides protection to the interest of consumer and to establish authorities for timely and effective settlement of disputes and solve the matters. ✓

FEATURES

1. Consumer Protection Act 2019 covers all transactions through all modes including offline or online, through electronic means, teleshopping.
2. Under consumer Protection Act 2019, following six rights of consumers are defined:
 - (i) Right to safety
 - (ii) Right to choice
 - (iii) Right to choice Information
 - (iv) Right to be heard.
 - (v) Right to redress

(vi) Right to consumer educations

3. Central Consumer Protection Authority is set up under the act to promote and protect the rights of consumer. ✓

4. The new Act allow central consumer protection authority (CCPA) to impose penalty on manufacture up to Rs 10 lakh and imprisonment for up to 2 years in case of false or misleading advertisement. ✓

5. The new act will be set up consumer dispute redressal commission at district, state and national level. ✓

These are the few features of consumer protection Act 2019.

The new act is very effective act and it gives various provision to consumer.

The new act also protect the rights of consumer.

Emilia