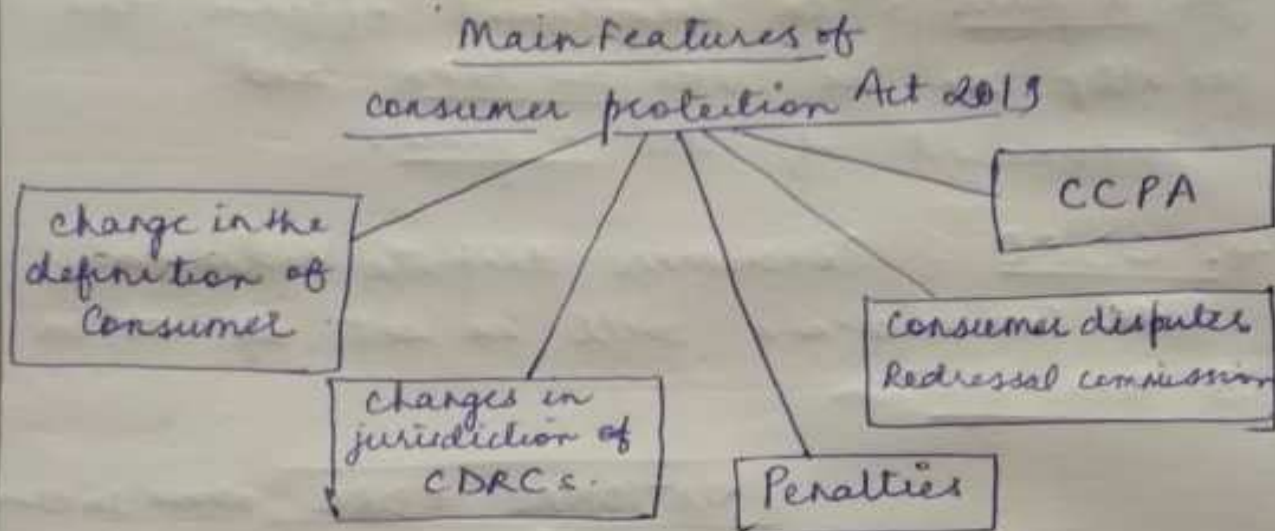


Explain the features of Consumer protection Act 2019. (200 words).

Consumer Protection Act 2019 was passed in the Parliament to give extended protection to the interest of the consumers.



1. Consumer: According to Consumer Protection Act 2019, consumers are the people who purchase goods for consumption and now it also includes the clients who have availed services.

2. CCPA: Central Consumer Protection Authority will be established to protect, promote and enforce the rights of the consumers. It can also investigate in cases, may order recall of goods or can issue directions to manufacturers & service providers.

3. Provision for Penalties: Penalties can be imposed for misleading advertisements to the manufacturer, service provider and to the endorser as well.

Penalty upto 10 lakh and imprisonment for 2 years, on subsequent offence the penalty can be upto 50 lakh and imprisonment of upto 5 years.

4. CDRC: Consumer dispute redressal ~~and~~ Commissions will be set up ~~at~~ in 3 tier system



All these are based on the value of goods or services. Unfair trade practice, malpractices or defective goods complaints are treated ~~in~~ in CDRCs.

5. changes in CDRCs jurisdiction: The jurisdiction is increased compared to the act of 1986. More powers ~~were~~ are also given to CDRCs.

Conclusion: The Consumer protection act 2019 is the ~~so~~ improved version of the act of 1986. It provides more protection to consumers and their rights.

E!