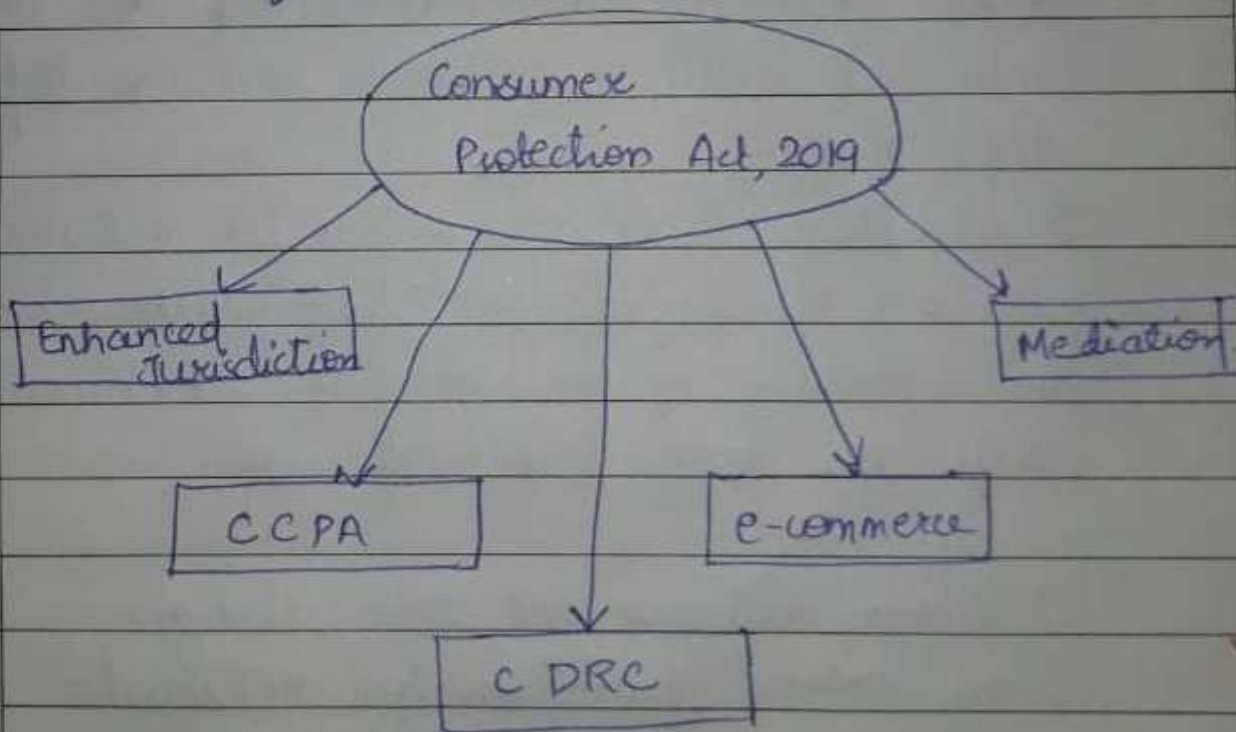


Q. Explain the recent features of Consumer Protection Act 2019? (200 words)

A. Consumer Protection Act 2019, a 200 version of Consumer Protection Act 1986 aims to give enhanced protection to interests of consumers and timely settlement of their grievances.

Features of the Act:-



1. Enhanced Jurisdiction:-

The act has now increased the scope of cases to be covered by ^{at} district, state and national level CDRCs jurisdiction and better regulations through CCPA.

2. CDRCs :- Consumer Disputes Redressal Commissions to be formed at district, state and national levels for speedy solutions and enhanced scope.

3. ~~CRA~~ = CCPA :- Central Consumer Protection Authority to be set up in order to promote, protect and enforce rights of consumers.

4. E-commerce :- The new act covers the online shopping and transactions etc. which have also made e-commerce consumer disputes redressal easy.

5. Mediation :- It also offers for mediation in case of dispute resolution which was not a feature of the erstwhile act, hence scope for early disposal of cases.

Consumer Protection Act, 2019 though with enhanced provisions for enhanced jurisdiction, early disposal of cases with protection of privacy and punishment in case of misleading advertisement still lacks in providing simplified litigation, covering free services and providing interim injunction. It also completely ignores right of consumers to a healthy

environment.

WAY FORWARD :-

All that is needed is provisions for better environment, simplified process and covering all services whether free or taxed in order to make it proactive.

E!