

Consumer Protection Act 1986 (COPRA)

Unfair trade practices

It refer to any trade practices which lead to exploitation of consumer by trader.

Any trade practice referred under clause 1 of section 5 of MRTP act.

- Misleading advertisements
- Advertisement of bargain price or switch selling
- Offering pseudo gifts
- Offering unsafe or hazardous gifts
- Hoarding or destroying of goods.

Consumer protection

- MRTP Commission set by government.
- Director –general of investigation and registration
- Central government
- Supreme court
- Competition commission of India
- Consumer Forum
 - District Forum- claims does not exceed rupees twenty lakhs.
 - State Commission- claims exceeds rupees twenty lakhs but does not exceed rupees one crore
 - National Commission- claims exceeds rupees one Crore

Consumer Protection Act 1986 (COPRA)

A trade practice which, for the purpose of promoting the sale, use or supply of any goods or for the provision of any service, adopts any unfair method or unfair or deceptive practice”

Consumer Protection act, 1986 seeks to provide for better protection of the interests of consumers and for the purpose, to make provision for the establishment of Consumer councils and other authorities for the settlement of consumer disputes and for matter connected therewith.

Aims of CPT, 1986

- the right to be protected against marketing of goods which are hazardous to life and property;
- the right to be informed about the quality, quantity, potency, purity, standard and price of goods to protect the consumer against unfair trade practices;
- the right to be assured, wherever possible, access to an authority of goods at competitive prices;

Aims of CPT, 1986

- the right to be heard and to be assured that consumers interests will receive due consideration at appropriate forums;
- the right to seek redressal against unfair trade practices or unscrupulous exploitation of consumers; and
- right to consumer education.

Complainant" means-

Complaint" means any allegation in writing made by a complainant that an unfair trade practice or a restrictive trade practice has been adopted by any trader or service provider. The goods bought by him or agreed to be bought by him suffer from one or more defects.

Complaint filed by...

- (i) a consumer; or
- (ii) any voluntary consumer association registered under the Companies Act, 1956 (1 of 1956) or under any other law for the time being in force; or
- (iii) the Central Government or any State Government;
- (iv) one or more consumers, where there are numerous consumers having the same interest;
- (v) in case of death of a consumer, his legal heir or representative; who or which makes a complaint;

Thank You