

VIDYA BHAWAN BALIKA VIDYA PITH

शक्ति उत्थान आश्रम लखीसराय बिहार

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CONSUMER PROTECTION

Question 4:

Who can file a complaint in a consumer court?

ANSWER:

For the redressal of the grievances of consumers, consumer courts and consumer forums have been established under the Consumer Protection Act. The following can file a complaint in a consumer court.

- (i) Any consumer
- (ii) Any registered consumer association or organisation
- (iii) The Central and State Government
- (iv) A consumer or a group of consumers on behalf of a number of consumers having same interest.
- (v) A legal heir or a representative of the deceased consumer.

Question 5:

What kind of cases can be filed in a State Commission?

ANSWER:

State Commissions have been established under the Consumer Protection Act for the redressal of various consumer grievances. It comprises of a president and one or more members, one of whom is a women. A consumer can file a complaint in the appropriate State Commission in case the value of the goods or the services in question is more than Rs 20 lakhs but is less than Rs 1crore. In addition, an aggrieved consumer not satisfied with the judgement at the lower forum (District Forum) can also appeal at the State Commission.

Question 6:

Explain the role of consumer organisations and NGOs in protecting and promoting consumers' interests.

ANSWER:

Consumer organisations and NGOs play an important role in protecting and promoting consumers' interests. Some of the important NGOs and consumer organisations include Consumer Coordination Council, Common Cause, Consumer Protection Council, Consumers' Association, Mumbai Grahak Panchayat, etc. The following are the functions performed by these organisations in regard of safeguarding the interest of the consumers.

(i) **Consumer Education:** The NGOs and consumer organisations educate the consumer about their rights through various training programmes and workshops.

(ii) **Publishing Journals:** They publish journals and periodicals to spread knowledge and awareness about various consumer problems, legal remedies available and other such matters.

(iii) **Legal Assistance:** They also provide legal assistance to the consumers and help them in seeking suitable redressal.

(iv) **Encouraging Protest against Exploitation:** They encourage the consumers to protest against any form of exploitation and unfair trade practices.

(v) **Assistance in Filing Complaints:** They encourage the consumers to file complaints in appropriate forums and also file complaints on their behalf.

(vi) **Taking Initiatives:** They not only encourage the consumers to register complaints but also take initiatives themselves in filing cases in the general interest of the public.

(vii) **Testing Quality of the Products:** They carry out the quality tests for various products in laboratories and publish the results.