

Consumer Protection Act Guide

Key Definitions & Rights (2019)

Adulterant

Any material which makes food unsafe or sub-standard.

CPA 2019: Section 2(1)

HINDI

अपमिश्रक (मिलावट)

TAMIL

கலப்படைப் பொருள்

Complainant

The person (consumer or association) filing the case/complaint.

CPA 2019: Section 2(5)

HINDI

परिवादी (शिकायतकर्ता)

TAMIL

புகார்தாரர்

Complaint

The legal allegation of a grievance made in writing.

CPA 2019: Section 2(6)

HINDI

शिकायत

TAMIL

புகார்

Consumer

One who buys goods or hires services for consideration (personal use).

CPA 2019: Section 2(7)

HINDI

उपभोक्ता

TAMIL

நுகர்வோர்

Consumer Rights

Includes the right to safety, information, choice, being heard, and redressal.

CPA 2019: Section 2(9)

HINDI

उपभोक्ता अधिकार

TAMIL

நுகர்வோர் உரிமைகள்

Defect

Any fault, imperfection, or shortcoming in the quality/quantity of goods.

CPA 2019: Section 2(10)

HINDI

दोष (माल में कमी)

TAMIL

குறைபாடு (பொருட்களில்)

Deficiency

Any fault, imperfection, shortcoming, or inadequacy in the quality/nature of service.

CPA 2019: Section 2(11)

HINDI

सेवा में कमी

TAMIL

சேவக்குறைபாடு

Unfair Trade Practice

A trade practice which, for the purpose of promoting sale, adopts any unfair method or deceptive practice.

CPA 2019: Section 2(47)

HINDI

अनुचित व्यापार व्यवहार

TAMIL

நியாயமற்ற வணிக நடைமுறை