

# 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

கலப்படப் 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

சேவைக்குறைபாடு

## 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