

“Consumer dispute” means a dispute where the person against whom a complaint has been made, denies and disputes the allegations contained in the complaint.

a) Consumer disputes redressal agencies

“Consumer disputes redressal agencies” are established in each district and state and at national level.

i. District Forum

- The forum has jurisdiction to entertain complaints, where value of the goods or services and the compensation claimed is up to Rs.20 lakhs.
- The District Forum is empowered to send its order/decreed for execution to appropriate civil court.

ii. State Commission

- This redressal authority has original, appellate and supervisory jurisdiction.
- It entertains appeals from the District Forum.
- It also has original jurisdiction to entertain complaints where the value of goods/service and compensation, if any claimed exceeds Rs. 20 lakhs but does not exceed Rs. 100 lakhs.
- Other powers and authority are similar to those of the District Forum.

iii. National Commission

- The final authority established under the Act is the National Commission.
- It has original, appellate as well as supervisory jurisdiction.
- It can hear the appeals from the order passed by the State Commission and in its original jurisdiction it will entertain disputes, where goods/services and the compensation claimed exceeds Rs.100 lakhs.
- It has supervisory jurisdiction over State Commission.

All the three agencies have powers of a civil court.

Diagram 1: Channels for grievance redressal

