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Vellore Institute of Technology
(Deemed to be University under section 3 of UGC Act, 1956)

Legal Aspects of Business

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Recapitulate

The Consumer Protection Act, 1986

- Introduction
- Terms used
- Rights of consumer
- Who can file complaint?
- Where and how to file complaint?
- Relief available to consumers
- Consumer protection redressal agencies

The Consumer Protection Act, 1986

Consumer protection council

Council established by the Central Government is known as the

Central Consumer Protection Council

Membership

The Central Council shall consist of the following 150 members, namely;

- The ministers in charge of consumer affairs in the central government, who shall be the chairman of the central council
- The minister of state or deputy minister in the department of civil supplies who shall be the chairman of the central council
- The ministers of food and civil supplies or minister in charge of consumer affairs in states
- The commissioner of scheduled castes and scheduled tribes
- 8 members of parliament, 5 from the Lok Sabha and 3 from the Rajya Sabha
- Representatives of the consumer organizations or consumers not less than 35
- Representatives of women not less than 10 etc.,

The Consumer Protection Act, 1986

Consumer protection council

Central Consumer Protection Council

Period

The term of the council shall be of 3 years.

Resignation

Any member may, by writing under his hand to the Chairman of the Central Council resign from the Council.

The vacancies caused or otherwise shall be filled from the same category by the Central Government. The person shall hold office so long as the member whose place he fills would have been entitled to hold office.

Meeting

The Central Council may meet as and when necessary and at least one meeting of the Council shall be held every year. It shall meet as and when the chairman may think fit.

Objects of the Central Council

Refer the objects of The Consumer Protection Act, in the Introduction

The Consumer Protection Act, 1986

Consumer protection council

The State Consumer Protection Council

This is established by the State Government.

Membership

It consists of the following members;

- The minister in charge of consumers affairs in the state government who shall be its chairman
- Number of other officials or non officials members as may be prescribed by the state government
- Number of other officials or non official members as may be nominated by the central government, not exceeding 10

The Consumer Protection Act, 1986

Consumer protection council

The State Consumer Protection Council

Meetings

The State Council shall meet as and when necessary but not less than 2 meetings shall be held every year.

Time and place of meetings and proceedings

The State Council shall meet at such time and place as the Chairman may think fit and shall observe such procedure in regard to the transaction of its business as may be prescribed by the State Government.

Objects of the State Council

The objects of every State Council shall be to promote and protect within the state the rights of the consumer as laid down in Sec.6

The Consumer Protection Act, 1986

Consumer protection council

The District Consumer Protection Council

The state government shall establish for every district a council to be known as the District Consumer Protection Council.

Membership

- The District Consumer Protection Council shall consist of the following members, namely;
- The collector of the District, who shall be its chairman
- Such member of other official and non official members representing such interest as may be prescribed by the State Government

Meetings

The District Council shall meet as and when necessary but not less than 2 meetings shall be held every year.

The Consumer Protection Act, 1986

Consumer protection council

The District Consumer Protection Council

Time and place of meetings and procedure

The District Council shall meet as such time and place within the district as the Chairman may think fit and shall observe such procedure in regard to the transactions of its business as may be prescribed by the State Government.

Objects of the District Council

The objects of every District Council shall be to promote and protect within the district the rights of the consumers as laid down in various clauses of Section 6

The Consumer Protection Act, 1986

Role of Non-Government Organizations

Non- Governmental Organizations (NGOs) are those associations of people which aim at promoting the welfare of the public without any profit motive.

They are voluntary bodies having a constitution and rules of their own, and are free from government interference. They depend on donations and partly on government assistance. NGOs dealing with consumer problems are known as consumer associations or consumer organizations.

The role of NGOs has become increasingly more significant over the last two decades. There are now more than 800 such organizations in India. These organizations are registered under the Societies Registration Act or the Companies Act or as Charitable Trusts.

The Consumer Protection Act, 1986

Role of Non-Government Organizations

Functions of NGOs

- Create awareness through seminars, workshops and training programmes.
- Provide legal aid to consumers by way, of assistance in seeking legal remedy.
- Undertake advocacy of consumers' point of view as representative members of consumer protection councils and others official boards.
- Arrange comparative testing of consumer products through their own testing apparatus or accredited laboratories and publish the test results
- Publish periodicals and journals to disseminate information. Most of these periodicals do not accept advertisements from business firms.
- Make suggestions and recommend steps to government authorities in policy making
- Some NGOs have successful used Public Interest Litigation (PIL) to enforce consumer rights in several cases.

Review Questions

1. A council established by the central government to protect the consumer is known as State consumer protection council. **True or False.**
2. Who will establish the district consumer protection council?
 - a. The Central Government
 - b. The District Collector
 - c. The State Government
 - d. All of the above
3. The Central Council may meet as and when necessary and at least two meeting of the Council shall be held every year. **True or False.**

Answer

1. A council established by the central government to protect the consumer is known as State consumer protection council.

Answer: False

2. Who will establish the district consumer protection council?

Answer: c. The State Government

3. The Central Council may meet as and when necessary and at least two meeting of the Council shall be held every year.

Answer: False

Thank You