

Section 20 in Consumer Protection Act, 2019

20. Power of Central Authority to recall goods, etc.

- Where the Central Authority is satisfied on the basis of investigation that there is sufficient evidence to show violation of consumer rights or unfair trade practice by a person, it may pass such order as may be necessary, including-(a)recalling of goods or withdrawal of services which are dangerous, hazardous or unsafe;(b)reimbursement of the prices of goods or services so recalled to purchasers of such goods or services; and(c)discontinuation of practices which are unfair and prejudicial to consumers' interest:Provided that the Central Authority shall give the person an opportunity of being heard before passing an order under this section.