Rising incomes has made people yearn for a better quality of life. One way in which people have improved their way of life has been by buying more goods and signing up for more services. This is evident in the way air conditioners and washing machines that were once considered luxury items have now become commonplace.

Consumerism in society has swelled the ranks of merchants and other service providers. As consumers, we spend our money with the basic assumption that the product or service will perform as promised. That is the most basic assumption and in fact requirement.

Not all service providers and vendors are honest and many often try to pass off spurious and low quality products by lying about it and charging customers a premium for the same. In some cases, they may even refuse to compensate the consumer for deficiency in service.

Consumer protection is a prerequisite for any commercial activity to succeed. A consumer who enters into an agreement without the backing of a legal framework might be more cautious in spending his money. A suspicious or hesitant consumer is bad for commerce and commercial activity in every economy.

The Consumer Protection Act of 1986 and subsequent amendments made to it show that the government is serious about protecting the interests of consumers. One of the ways that it has sought to protect the interests of consumers is through the establishment of consumer courts at the district, state and national levels, mirroring to an extent, the judicial system set up of the country.

The average consumer, like yourself, is often unaware of his own rights. Read on to know more about consumer rights and protection accorded by the law.

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