

Complete Guide to Consumer Rights

Know Your Rights as a Consumer in India

By NyayaNow - Simple & Trusted Legal Guidance

What are Consumer Rights?

Consumer rights protect you from unfair business practices, defective products, and poor services. The Consumer Protection Act, 2019 gives you the power to seek redressal for grievances.

Six Basic Consumer Rights in India

- 1. Right to Safety:** Protection against products harmful to life and health
- 2. Right to Information:** Complete information about quality, quantity, price, and standards
- 3. Right to Choose:** Access to variety of products at competitive prices
- 4. Right to be Heard:** Assurance that consumer interests will be considered
- 5. Right to Redressal:** Fair settlement of genuine grievances
- 6. Right to Consumer Education:** Knowledge to be an informed consumer

Common Consumer Problems

Problem Type	Examples
Defective Products	Broken electronics, torn clothes, expired food
Poor Service	Late delivery, incomplete service, rude behavior
Overcharging	Bill higher than agreed, hidden charges
False Advertising	Product different from advertisement
Warranty Issues	Refusal to honor warranty
Online Shopping	Wrong product, damaged delivery, no refund

How to File a Consumer Complaint

Step 1: Gather Evidence

Bills, receipts, photos, warranty cards, emails, messages

Step 2: Contact the Seller

Give them a chance to resolve - send written complaint

Step 3: Wait 30-45 Days

If no response or unsatisfactory response

Step 4: File Complaint

District Forum (up to ₹1 crore), State Commission (₹1-10 crore), National Commission (above ₹10 crore)

Step 5: Submit Documents

Complaint form, evidence, proof of purchase

Step 6: Attend Hearings

Present your case, bring evidence

Step 7: Get Order

Refund, replacement, or compensation as ordered

Where to File Complaint?

Online: National Consumer Helpline - 1800-11-4000 or consumerhelpline.gov.in

Offline: District Consumer Forum in your area

Company Website: Most companies have grievance redressal portals

State Commission: For amounts above ₹1 crore

Important Documents Needed

- Original bill/receipt
- Warranty/guarantee card
- Product photos (if defective)
- Written communication with seller
- Bank statements (if payment dispute)
- Delivery receipt/invoice
- Any other relevant proof

Time Limits for Complaints

General Rule: File within 2 years from the date of cause of action

Exception: Can file late with sufficient cause and court permission

Tip: File as soon as possible - evidence is fresh, better chance of success

Need Help with Consumer Complaint?

Contact NyayaNow for FREE guidance

■ WhatsApp: +91-9632786767

■ Email: info@nyayanow.com

■ Website: nyayanow.com

Available in English & Kannada