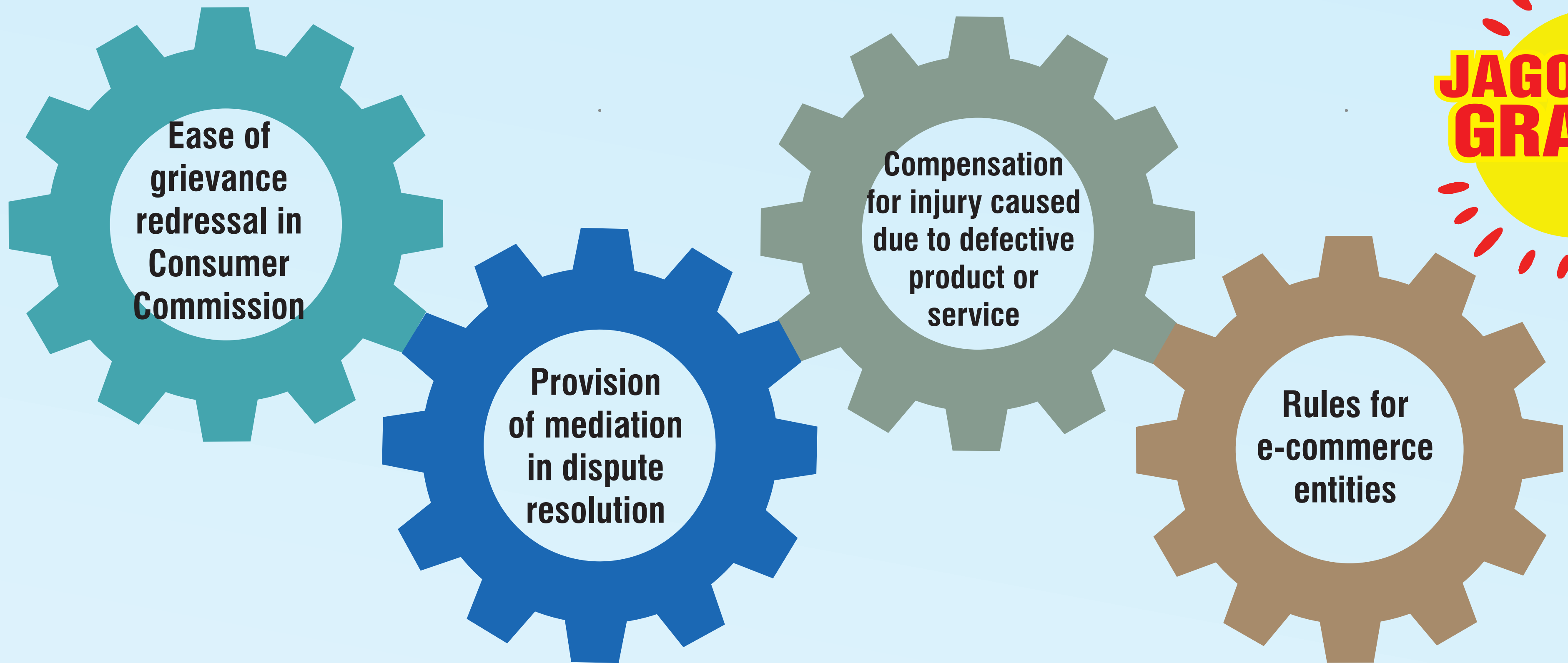


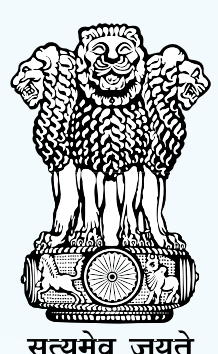
# Consumer Protection Act, 2019



- No fees is required for filing complaint upto Rs 5 Lakh.
- Filing complaints has become easier – consumer may file a complaint in any District Consumer Commission as per convenience.
- Consumer can file a complaint either himself or through an advocate or an agent.
- Provision of Video Conferencing for hearing also available in many Consumer Commissions.
- Complaint will be deemed to have been admitted if no decision on its admissibility is taken within 21 days.
- Both the parties can get the dispute resolved through mediation with the permission of Consumer Commission.
- There will be no appeal against a settlement reached through mediation and the fee paid in Consumer Commission will be refunded.
- Consumer can seek compensation in Consumer Commission for injury caused due to defective product or deficiency in service.
- Provision of punishment by a competent court to manufacturer or seller of adulterated / spurious goods.
- It is mandatory for every e-commerce entity to have a grievance redressal mechanism.
- Every e-commerce entity shall display on its website the name, contact details and designation of grievance officer for redressal of consumer grievances.
- Every e-commerce entity shall acknowledge receipt of consumer grievance within 48 hours.
- Every e-commerce entity shall redress the grievance within a month of its receipt.
- Every seller shall mention the country of origin of the product.



**Contact for Registering Grievances:  
14404 or 1800-11-4000  
(Toll Free)**



Issued in public interest by :

**Department of Consumer Affairs**

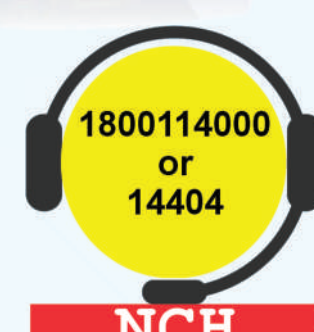
Ministry of Consumer Affairs, Food and Public Distribution  
Govt. of India, Krishi Bhawan, New Delhi-110001  
[www.consumeraffairs.nic.in](http://www.consumeraffairs.nic.in)



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