



NOW CONSUMER IS MORE POWERFUL

The New Consumer Protection Act, 2019 came into force from 20th July, 2020.



The Salient Features of the Act & Rules

Central Consumer Protection Authority (CCPA) has been established under the Act.



PROVISION FOR SEEKING INJURY OR DAMAGE

Caused by a defective product/service



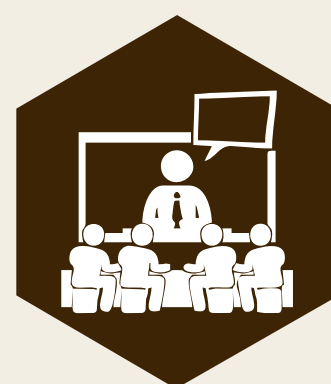
PUNISHMENT BY A COMPETENT COURT

For manufacture or sale of adulterated/spurious goods



NO FEE TO FILE CONSUMER COMPLAINTS

That value upto Rs. 5 lakh



PROVISION OF HEARING COMPLAINTS

Video conferencing is also available in many consumer commissions.



MANDATORY ACKNOWLEDGEMENT

Of consumer complaints within 48-hours of receipt



E-COMMERCE ENTITY TO REDRESS

Complaints within one month from the date of receipt



Issued in public interest by :

Department of Consumer Affairs

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