

LAW AND POLICIES FOR CONSUMER PROTECTION AND WELFARE

With the increase of globalization, liberalisation, privatization and commercialization of various economies of various nations coming together the issues concerning consumer protection are now being accorded the topmost priority by the respective governments. The growing size and complexity of production and distribution systems, the high level of sophistication in marketing and newer methods of advertising, mass marketing methods and emergence of e-commerce result in reduction of personal interaction between buyers and sellers has contributed to the increased need of consumer protection. The paper focuses that for the protection of consumers India passed its new Consumer Protection Act in 1986. The Act is a landmark in the history of the consumer protection movement in India. The paper notes that in order to protect the consumers from exploitation and to save them from adulterated and substandard goods and deficient services the Consumer Protection Act came into force on 15th April, 1986 and it applies to the whole of India except the State of Jammu and Kashmir.

The paper will even provide details for basic framework for consumer protection which has basically three parameters.

Firstly, it ensures a legal framework that comprises of Consumer Protection Act (CPA).

The CPA has a three tier, simple, quasi judicial machinery mainly for the regulation of consumer disputes and creates specific redress agencies at district, state, and Union level. It also contains general provisions for consumer rights and for the organization of the consumer interest.

Secondly, The Act enshrines all the consumers rights which are internationally accepted. As per the Act, the consumer protection councils have been established at Central, State and District levels to promote and protect the consumer rights. They are:

- (i.) Right to Safety: To be protected against the sale of goods and services which are spurious/hazardous to life.
- (ii.) Right to information: To know the quality, quantity, weight and the price of goods/services being paid for, so that one is not cheated by unfair trade practices.
- (iii.) Right to choose: To be assured, wherever possible, access to variety of goods and services at competitive prices.
- (iv.) Right to be heard: To be heard and to be assured that the interest would receive due consideration at appropriate fora.
- (v.) Right to seek Redressal: To seek legal redressal against unfair or restrictive trade practices or exploitation.
- (vi.) Right to Consumer Education: To have access to consumer education.

Thirdly, consumer awareness and education is the main building block for consumer protection. Consumers should be enlightened to protect himself from exploitation and induces efficiency, transparency and accountability for the goods and services.

As discussed, please find attached abstract on Consumer Protection, as i have already send this abstract in NALSAR but now i don't want to write other abstract on this topic for Tamil Nadu conference. If possible, plz suggest me some necessary correction in this abstract itself so that it will be better for me to make some changes between these two abstracts for the conference. And plz suggest me some better title as i have used this title in NALSAR.