

# Bureau of Indian Standards

- ISI Mark is the assurance of quality and safety of products. Always prefer to buy products with ISI Mark.
- Genuineness of the ISI mark on products can be checked by using "BIS Care Mobile App".
- Genuineness of Hallmark on jewellery pieces can be checked by using "BIS Care Mobile App".
- Standard mark on Electronic and IT products can also be checked by using "BIS Care Mobile App".
- If not satisfied with the quality of ISI Marked product, Kindly contact BIS for redressal either through "BIS Care Mobile App" or BIS Complaint Portal.



**ISI Mark is Assurance of Safety of Electronic and Information Technology Products**

**Always Check ISI Mark on Electronic & IT Products**

Register grievances through **Mobile App and Complaints Portal**

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

@consaff @jagograhakjago

National Consumer Helpline  
14404 or 1800-11-4000  
(Toll Free)

1800-11-4000

www.consumerhelpline.gov.in

ISI Mark is assurance of Quality



उपभोक्ता मामले विभाग  
DEPARTMENT OF  
**CONSUMER AFFAIRS**



# Department Of Consumer Affairs

Consumer Protection Brochure



# Consumer Protection Act 2019

- Central Consumer Protection Authority (CCPA) will now regulate matters relating to violation of rights of consumers, unfair trade practices, false or misleading advertisements and also take class action, where needed.
- No fee for registering a case up to Rs 5 lakh in consumer commission.
- Video conferencing facility is also available in several consumer commissions for hearing.
- Suitable provision of compensation for damages caused by defective product or deficiency in service.
- Provision of punishment by the competent court for manufacturing or sale of counterfeit goods and adulterated products.
- A customer complaint is to be mandatorily acknowledged by e-commerce entity within 48 hours.
- It is mandatory to redress the grievance by e-commerce entity within one month of its receipt.
- Complaint made in consumer commission can also be resolved through mediation.

## Steps for registration of consumer Grievance

- While buying any product, always check whether the consumer care number is mentioned on the packet and whether the number is functioning. Remember, this is important for registering grievances with the manufacturer / packer / importer in case of any problem with the product.
- In case of any problem with the product, contact the consumer care of the manufacturer / packer / importer and register your grievance with them. Note the date of contacting the consumer care and the reference number provided by consumer care. Ask the consumer care about the time expected for resolution of problem.



- If the problem is not resolved by the manufacturer / packer / importer, register your grievance at National Consumer Helpline (NCH) number 1800114000 or 14404. The grievance can also be registered at [www.consumerhelpline.gov.in](http://www.consumerhelpline.gov.in). Note the date of registration of grievance and the reference number provided by NCH.
- If the grievance remains unresolved, file a complaint in the relevant Consumer Disputes Redressal Commission (or Consumer Commission). You can file the complaint by yourself or through your lawyer or through your agent in the District Commission as per your convenience.
- Complaints regarding ration or FPS can also be registered on NCH.



## Details to check on every prepackaged commodity

- 1 Name and address of the Manufacturer / Packer / Importer
- 2 Common or Generic name of commodity
- 3 Net quantity
- 4 Month and year of Manufacture / Packaging / Import
- 5 Maximum Retail Price (MRP)
- 6 Consumer care details
- 7 Country of origin
- 8 Month and Year after which commodity may become unfit for human consumption

