

# An aware consumer is an empowered Consumer.

Sayani Rani says....

**Be Aware of the Provisions of Consumer Protection Act, 1986 and become an enlightened Consumer .**



## WHO CAN FILE A COMPLAINT !

- \* A Consumer.
- \* Any Voluntary Consumer Association registered under the Companies Act 1956 or any other Law for the time being in force.
- \* The Central Government or any State Government
- \* One or more consumers having the same interest.
- \* In case of death of a consumer, his legal heir or representative.



## WHAT CONSTITUTES A COMPLAINT !

- \* If you have suffered loss or damage as a result of any unfair/restrictive trade practices adopted by the trader.
- \* If the goods purchased suffers from any defect.
- \* If the services hired/availed of suffers from deficiencies in any respect.
- \* If you have been charged a price in excess of the price displayed or fixed by or under any law in force or agreed between the parties.
- \* If the goods purchased or services availed are hazardous to life and safety.

## RELIEF AVAILABLE TO CONSUMERS !

- \* Removal of defects from the goods.
- \* Replacement of the goods .
- \* Refund of the price paid.
- \* Award of compensation for the loss or injury suffered.
- \* Removal of defects or deficiencies in the services.
- \* Award for adequate costs.
- \* To discontinue the unfair trade practice or restrictive trade practices.
- \* To withdraw or hazardous goods from being offered to sale.
- \* To issue corrective advertisement to neutralise the effect of misleading advertisement.



**The above details are indicative. For detailed information, log on to [www.ncdrn.ic.in](http://www.ncdrn.ic.in)**

Consumers can also call

**National Consumer Helpline No. (1800-11-4000 Toll Free)  
(From BSNL/MTNL lines)**

**011-27662955,56,57,58 (Normal Call Charges Apply)  
(9.30 am to 5.30 pm - Monday to Saturday)**



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