

“IS CIVIL SOCIETIES HELPING CONSUMERS”? - CASE VIEWS

Kanyanaik¹, Umesalma² & Dr. Sudheendra Rao L N³

¹Assistant Professor, B. M. S. College of Law, Bull Temple Road, Basavanagudi, Bangalore, Karnataka, India

²Research Scholar, B. M. S. College of Law, Bull Temple Road, Basavanagudi, Bangalore, Karnataka, India

³Director, Department of MBA, SVM VVSS Institute of Management Studies, Ilkal, Bagalkot,
North Karnataka, India

ABSTRACT

There will be a paradigm shift from the stone age to the modern age and many acts covered for the protection of consumers through the Consumer Protection Act, 1986 and amended in 2019 and 2020 and many consumers are not aware of the laws and hence the civil societies come forward to help the consumers in a befitting way and to get compensation for the loss or damage including an extra component for mental torture and agony together with time loss. This can be understood with the provisions of law which is essential and especially in online provisions for purchases goods and services, surprisingly even online treatment and supply of medicines encouraged by many during the period of COVID-19. Civil Societies have a vital role in helping victim consumers especially hospitals, doctors, pharmacy and warrier of COVID-19 and who have made the consumers suffer a lot.

KEYWORDS: *Consumers, Definitions, Civil Societies, Victim Consumers, Remedial Measures through Consumer Protection Act, 1986, Cases, Conclusions*

Article History

Received: 08 Sep 2021 / Revised: 11 Sep 2021 / Accepted: 15 Sep 2021
