

## A STUDY ON THE EMERGENCE OF CONSUMER PROTECTION ACT OF 2019

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### **ABSTRACT**

*Consumer Protection is a Socio-economic activity that is to be carried out by government and business with a prime interest of consumer satisfaction. Consumer protection has been a part of the responsibilities of the rulers in India even before independence. But a formal consumer protection law, which purely focuses on consumer protection, was enacted in the year 1986. The consumer movement that flourished in the early and middle of the 20th century made the whole world focus on formulation of strong consumer Acts. United nation guidelines were the basis for formulation of consumer protection policies and measures in many developing countries including India. Consumer Protection Act 1986 (CPA 1986), which was passed in Parliament in 1986, is considered as one of the best Acts for consumer protection among its counterparts. This paper brings out the evolution of consumer protection in India, formulation of CPA 1986 and its implementation. Keywords: Consumer Protection, Consumer Protection Act 1989, UN guidelines, Consumer Movement. Commercial organizations are well organized, better informed and have a better dominating position. The Consumer Protection Bill, 2019 was passed by the Indian Parliament on Aug 06, 2019, and later on signed by the President of India. This new act will replace the old Consumer Protection Act, 1986. Read this article to know the key features of the Consumer Protection Act, 2019. The 2019 Consumer Protection Act brings about fundamental changes to the existing 1986 legislation. But it also envisages a Central Consumer Protection Authority and vests too much power and control in this authority without proposing adequate administrative safeguards. Consumer Protection Act seeks to promote and protect the interest of consumers against deficiencies and defects in goods or services. It also seeks to secure the rights of a consumer against unfair or restrictive trade practices. Among them are the federal Federal Food, Drug, and Cosmetic Act, Fair Debt Collection Practices Act, the Fair Credit Reporting Act, Truth in Lending Act, Fair Credit Billing Act, and the Gramm–Leach–Bliley Act.*

*“A manufacturer of product, which he sells in such a form as to show that he intends them to reach the ultimate consumer in the form in which they left him with no reasonable care in the preparation or putting up of products will result in an injury to the consumer’s life or property, owes a duty to the consumer to take that reasonable care”. – Lord Atkin.*

**KEYWORDS:** *Consumer, Protection, Teleshopping, Online Shopping, Complaints*

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