

The Consumer Protection Act, 2019

Consumer & Commercial Law

1. Objective and Scope

The Consumer Protection Act, 2019 replaced the 1986 Act to strengthen consumer rights in the era of e-commerce, and established the Central Consumer Protection Authority (CCPA) to regulate unfair trade practices and misleading advertisements.

2. Consumer Dispute Redressal Commissions

- **District Commission** — complaints where the value of goods/services paid does not exceed Rs. 1 crore.
- **State Commission** — complaints between Rs. 1 crore and Rs. 10 crore, and appeals from District Commissions.
- **National Commission** — complaints above Rs. 10 crore, and appeals from State Commissions.

3. Key Features

- Recognition of e-commerce transactions and product liability (Chapter VI) for the first time.
- Provision for mediation as an alternative dispute resolution mechanism (Chapter V).
- Enhanced penalties for misleading advertisements and unfair trade practices.
- Consumer's right to file a complaint from their own place of residence, rather than the seller's location.

4. Exam-Focused Summary

- Know the pecuniary jurisdiction of the three-tier Commission structure.
- Explain 'product liability' under the 2019 Act and who may be held liable.
- List the functions of the Central Consumer Protection Authority (CCPA).