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## CONSUMER PROTECTION FORUMS

**Indian Polity**

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## CONSUMER PROTECTION FORUMS

### Who is a Consumer?

- A Consumer is a person **who purchases a product** or avails a **service for a consideration**, either for his personal use or to earn his livelihood by means of **self employment**. The consideration may be:
  - ✿ **Paid**
  - ✿ **Promised**
  - ✿ **Partly paid and partly promised.**
- It also includes a beneficiary of such **goods/services** when such use is made with the approval of such person.

### Who is not a Consumer?

- A person is **not a consumer** if he/she:
  - ✿ **Purchases any goods** or avails any service free of charge.
  - ✿ **Purchases a good** or hires a service for commercial purpose.
  - ✿ **Avails any service under contract of service.**
  - ✿ **The provision of services.**

### Consumer Protection

- Consumer protection is a **group of laws enacted to protect the rights of consumers, fair trade, competition and accurate information** in the market place.
- The laws are **designed** to prevent the businesses that engage in **unfair practices** from **gaining** an advantage over competitors.
- They may also provide **additional protection** for those most vulnerable in society.
- **Consumer protection laws** are a form of government regulations that **aim to protect the rights of consumers.**

### The Eight Basic Consumer Rights

1. The Right to Basic Needs.
2. The Right to Safety.

3. The Right to Information.
4. The Right to Choose.
5. The Right to Representation.
6. The Right to Redress.
7. The Right to Consumer Education.
8. The Right to a Healthy Environment.

**Consumer courts in India :**

- **National Consumer Disputes Redressal Commission (NCDRC)**
- **State Consumer Disputes Redressal Commission (SCDRC)**
- **District Consumer Disputes Redressal Forum (DCDRF)**