WELCOME

TO



This is an Education Platform

We provide Free PDF Notes and Videos Classes for Pharmacy Students

Web Site http://www.fdspharmacy.in/

You tube https://www.youtube.com/c/FDSpharmacy

What app https://chat.whatsapp.com/IzSgXtFEvhS4LN5xhUgq5z

Telegram https://t.me/Fdspharmacy

Face book https://www.facebook.com/615501075383l3/

E-mail fdspharmacyinfo@gmail.com

As Per New Syllabus ER 20

Diploma in Pharmacy 2nd Year

Pharmacotherapeutics Notes



All Chapter in One PDF

Visit our Website
WWW.fdspharmacy.in

As Per New Syllabus ER 20

Diploma in Pharmacy 2nd Year

Pharmacology Notes



All Chapter in One PDF

Visit our Website
WWW.fdspharmacy.in

As Per New Syllabus ER 20

Diploma in Pharmacy 2nd Year

Hospital and Clinical Pharmacy Notes



All Chapter in One PDF

Visit our Website
WWW.fdspharmacy.in

As Per New Syllabus ER 20

Diploma in Pharmacy 2nd Year

Community Pharmacy & Management Notes



All Chapter in One PDF

Visit our Website
WWW.fdspharmacy.in

As Per New Syllabus ER 20

Diploma in Pharmacy 2nd Year

Biochemistry & Clinical Pathology Notes



All Chapter in One PDF

Visit our Website
WWW.fdspharmacy.in

As Per New Syllabus ER 20

Diploma in Pharmacy 2nd Year

Pharmacy Law & Ethics Notes



All Chapter in One PDF

Visit our Website
WWW.fdspharmacy.in

Diploma in Pharmacy 2nd Year
Pharmacy Law & Ethics
Chapter 19 : Consumer Protection Act

Topics	Page No
Introduction to the Consumer Protection Act	3

FDSPharmacy
Learn and Educate

Chapter 19
Consumer Protection Act

- → The Consumer Protection Act of 2019 is a law passed by the Indian government to protect the interests of consumers and to ensure fair trade practices. It replaces the old Consumer Protection Act of 1986.
- → The law is applicable to all products and services sold in India, whether they are manufactured in India or imported from abroad. The law aims to protect consumers from unfair trade practices, false advertising, and defective products.

Consumer

- ➢ Consumer means any person who : "Consumer" means any person who: 1) Buys any goods for a consideration which has been paid or promised or partly paid and partly promised, or under any system of deferred payment and includes any user of such goods.
- ➢ Hires or avails of any service for a consideration which has been paid or promised or partly paid and partly promised, or under any system of deferred payment and includes any beneficiary of such service.

Consumer Rights and Responsibilities

The Rights of the Consumer

- **Right to Safety :** Before buying, a consumer can insist on the quality and guarantee of the goods. They should ideally purchase a certified product like ISI or AGMARK.
- **Right to Choose :** Consumer should have the right to choose from a variety of goods and in a competitive price.
- **Right to be informed :** The buyers should be informed with all the necessary details of the product, make her/him act wise, and change the buying decision.
- **Right to Consumer Education :** Consumer should be aware of his/her rights and avoid exploitation. Ignorance can cost them more.
- **Right to be heard :** This means the consumer will get due attention to express their grievances at a suitable forum.
- **Right to seek compensation :** The defines that the consumer has the right to seek redress against unfair and inhumane practices or exploitation of the consumer

The Responsibilities of the Consumer

- **Responsibility to be aware :** A consumer has to be mindful of the safety and quality of products and services before purchasing.
- **Responsibility to think independently :** Consumer should be well concerned about what they want and need and therefore make independent choices.
- **Responsibility to speak out :** Buyer should be fearless to speak out their grievances and tell traders what they exactly want
- **Responsibility to complain :** It is the consumer's responsibility to express and file a complaint about their dissatisfaction with goods or services in a sincere and fair manner.
- **Responsibility to be an Ethical Consumer :** They should be fair and not engage themselves with any deceptive practice

FDSPharmacy
Learn and Educate