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

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Chapter 19
Consumer Protection Act
IMPORTANT Questions

Q1. Write a brief note on Consumer Protection Act.

Ans.

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.