



**FACULTY OF JURIDICAL SCIENCES**

**COURSE: LL.B. I st Semester**

**SUBJECT: LAW OF TORTS**

**SUBJECT CODE: LLB102**

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## LECTURE 32

# TOPIC: CONSUMER PROTECTION ACT, 1986- CONSUMER PROTECTION COUNCIL, CONSUMER DISPUTE REDRESSAL AGENCIES

### **Consumer Protection Councils**

Chapter II of Consumer Protection Act 2019 provides for composition of Consumer Protection Councils at central, state and district level by the respective governments in order to promote and protect the interest of Consumers.

### **Central Consumer Protection Council**

Central Consumer Protection Councils is constituted by central government at National level. Sections 3, 4 and 5 of the Act deals with composition and object of Central Consumer Protection Council

### **Composition of Central Consumer Protection Councils**

Section-3 (1) The Central Government shall, by notification, establish with effect from such date as it may specify in that notification, the Central Consumer Protection Council to be known as the Central Council.

(2) The Central Council shall be an advisory council and consist of the following members, namely: —

(a) The Minister-in-charge of the Department of Consumer Affairs in the Central Government, who shall be the Chairperson; and

(b) Such number of other official or non-official members representing such interests as may be prescribed.

As regard to Section 3(2)(b) dealing with number of other official or non-official members representing such interests as may be prescribed, the Consumer Protection Rules-1987 provides the members for Central Consumer Protection Councils.

According to Rule 3 of Consumer Protection Rules-1987 the Central Consumer Protection Councils shall consists of following:

- a. The Minister in-charge of Consumer Affairs in the Central Government who shall be the Chairman of the Central Council;
- b. the Minister of State (where he is not holding independent charge) or Deputy Minister in charge of Consumer Affairs in the Central Government who shall be the Vice-Chairman of the Central Council;
- c. the Minister in-charge of Consumer Affairs of two of the States from each region as mentioned in Schedule I to be changed by rotation on expiration of the term of the Council on each occasion; (ca) an administrator (whether designated as administrator or Lieutenant Governor), of a Union Territory, to represent a Union Territory, as mentioned in Schedule II, to be changed by rotation on expiration of the term of the Council on each occasion;
- d. Two Members of Parliament—one from the Lok Sabha and one from the Rajya Sabha;
- e. Representatives of the Central Government Departments and autonomous organisations concerned with consumer interests—not exceeding five; (fa) The Registrar, National Consumer Disputes Redressal Commission, New Delhi
- f. representatives of consumer organisations from amongst the Indian members of the International Organization, namely, Consumer International – not exceeding six, to be nominated by the Central Government; (ga) representatives with proven expertise and experience who are capable of representing consumer interests, drawn from amongst consumer organisations, consumer activists, women, farmers, trade and industry – not exceeding five, one from each of the regions specified in schedule annexed to these rules;

(j) The Secretaries in-charge of Consumer Affairs in the States to be nominated by the Central Government – not exceeding three;

(k) The Secretary in-charge of Consumer Affairs in the Central Government shall be the member secretary of the Central Council.

(2) The term of the Council shall be three years.

(3) Any member may, by writing under his hand to the Chairman of the Central Council, resign from the Council. The vacancies so caused or otherwise, shall be filled from the same category by the Central Government and such person shall hold office so long as the member whose place he fills would have been entitled to hold office, if the vacancy had not occurred.

(4) For the purpose of monitoring the implementation of the recommendations of the Central Council and to suggest the working of the Council, the Central Government may constitute from amongst the members of the Council, a Standing Working Group, under the chairmanship of the Member Secretary of the Council. The Standing Working Group shall consist of not exceeding 30 members and shall meet as and when considered necessary by the Central Government.

**Exercise:**

1. Which principle applies on the Redressal Mechanism body?

- a) Res Judicata
- b) Press Judicial
- c) Res Judicial
- d) Press Judicata

2. What is the first step of filing a complaint?

- a) Send a legal notice
- b) Calling the police

- c) Calling a press conference
- d) None of the above

3. Till how long the complaint can filed after the action?

- a) 1 year
- b) 2 years
- c) 6 months
- d) 3 years

4. Who introduced the Consumer Protection Act, 2019?

- a) Narendra Modi
- b) Sonia Gandhi
- c) Ram Vilas Paswan
- d) Akhilesh Yadav

5. How many consumer rights have been defined in the 2019 Bill?

- a) 5
- b) 6
- c) 10
- d) 15