



Consumer Protection Rules, 2021

For Prelims: Consumer Protection Act, 2019, E-Daakhil Portal.

For Mains: Salient features of Consumer Protection Act, 2019.

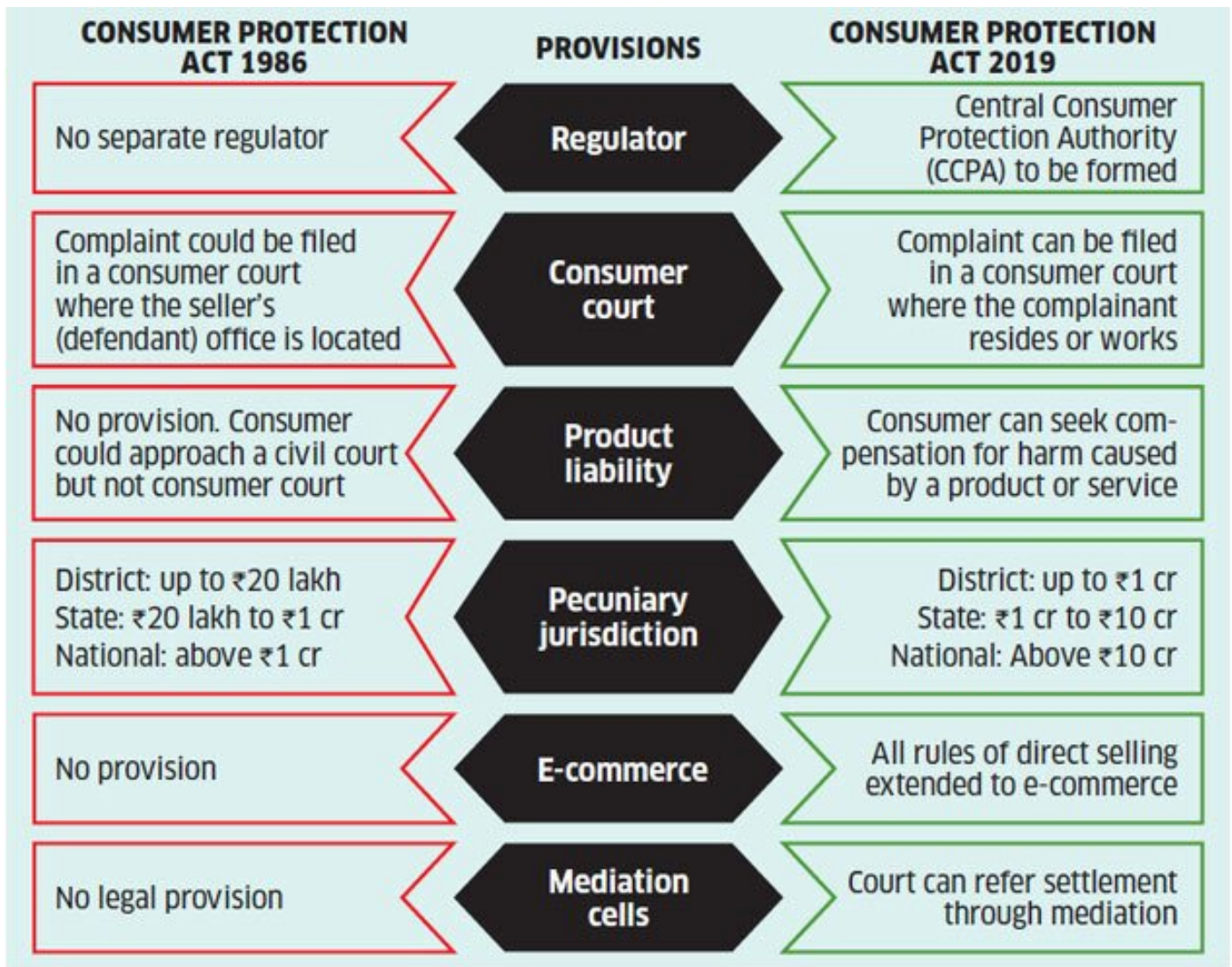
Why in News

Recently, in exercise of provisions under the [Consumer Protection Act, 2019](#), the Central Government has notified the **Consumer Protection (Jurisdiction of the District Commission, the State Commission and the National Commission) Rules, 2021**.

- The Act stipulates the pecuniary jurisdiction of each tier of consumer commission.
- The new rules revised pecuniary jurisdiction for entertaining consumer complaints.
- Earlier, the Centre had notified [Consumer Protection \(Direct Selling\) Rules, 2021](#) for the direct selling industry.

Key Points

- **Revised Pecuniary Jurisdiction:**
 - **50 lakh** (earlier less than 1 crore) **for District Commissions,**
 - **More than Rs. 50 lakh to Rs. 2 Crore** (earlier 1 crore to 10 crore) **for State Commissions,**
 - **More than Rs. 2 Crore** (earlier more than 10 crore) **for the National Commission.**
- **About Consumer Protection Act, 2019:**
 - **Product Liability:** A manufacturer or product service provider or product seller will be held responsible to compensate for injury or damage caused by defective product or deficiency in services.
 - **Three-tier Quasi-judicial Mechanism:** The Act promulgates a three-tier quasi-judicial mechanism for redressal of consumer disputes namely **district commissions, state commissions and national commission.**
 - **Time Bound Disposal of Complaint:** The Act stipulates that every complaint shall be disposed of as expeditiously as possible and endeavour shall be made to decide the complaint within a period of 3 months from the date of receipt of notice by the opposite party.
 - The complaint does not require analysis or testing of commodities and within 5 months if it requires analysis or testing of commodities.
 - **Filing Complaints Electronically:** The Act also provides consumers the option of filing complaints electronically.
 - To facilitate consumers in filing their complaint online, the Central Government has set up the **E-Daakhil Portal.**
 - **Mediation Route:** The Act also includes reference of consumer disputes to Mediation, with the consent of both parties.
 - This will not only save time and money of the parties involved in litigating the dispute, but will also aid in reducing overall pendency of cases.



Source: [PIB](#)

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