



## National Consumer Day

- Every year, **24<sup>th</sup> of December** is observed as **National Consumer Day** in India. The **theme of 2019** is **“Alternate consumer grievance/dispute redressal”**.
- On this day the **Consumer Protection Act, 1986** had received the assent of the President and came into effect.
- It is observed to highlight the **importance of the consumer movement** and the need to make every consumer **more aware of their rights and responsibilities**.
- The **World Consumer Rights Day** is observed on **15 March**.
- The **Consumer Protection Act, 2019** was passed by the Parliament in August 2019 to replace the Consumer Protection Act, 1986.

CONSUMER PROTECTION ACT 1986	PROVISIONS	CONSUMER PROTECTION ACT 2019
No separate regulator	<b>Regulator</b>	Central Consumer Protection Authority (CCPA) to be formed
Complaint could be filed in a consumer court where the seller's (defendant) office is located	<b>Consumer court</b>	Complaint can be filed in a consumer court where the complainant resides or works
No provision. Consumer could approach a civil court but not consumer court	<b>Product liability</b>	Consumer can seek compensation for harm caused by a product or service
District: up to ₹20 lakh State: ₹20 lakh to ₹1 cr National: above ₹1 cr	<b>Pecuniary jurisdiction</b>	District: up to ₹1 cr State: ₹1 cr to ₹10 cr National: Above ₹10 cr
No provision	<b>E-commerce</b>	All rules of direct selling extended to e-commerce
No legal provision	<b>Mediation cells</b>	Court can refer settlement through mediation