

# Consumer Protection Act

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### Description of Course

It is rightly said that *you don't live to buy, you buy to live*, where the consumer is the essence his rights are the inevitable part which cannot be unforeseen. While data-driven personalization strategies in marketing offer consumers several benefits, they potentially also create new disparities and vulnerabilities in society, and in individuals. DTF's and MITSC's Consumer Protection Act, 2019 course takes you through the vital aspects of the provisions under the Consumer Protection Act in addition to providing insights to remedies available to a consumer under this Act.

### Training Objectives

Consumers' activities generate large data streams. Analysis of these streams reduces privacy and shifts power towards data controllers. Consumers often contractually agree to this analysis of their data, but their autonomy can be questioned: the agreements often contain non-negotiable terms unilaterally drafted by data controllers. Consumer protection law can alleviate this power shift towards data controllers, but only if EU member states increase their enforcement efforts

1. To have deeper understanding to Rights of Consumers
2. To know the grievances options available to individual consumers
3. Amendments made in the Act

### Key Benefits

- Provision of professional trainings that involve real time and real-world challenges
- Increased probability of students getting placed in reputed organizations
- Hands on practice with 80% practical and 20% theory syllabus
- Deeper Understanding of the Cyber Laws
- Better career opportunities
- Legal Advisor
- Cyber Assistant

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## **Course Modules**

### **Module 1: Introduction to Consumer Protection Act, 2019**

- 1.1 Definitions
- 1.2 Who is consumer and who is not a consumer
- 1.3 Scope of the Act
- 1.4 Unfair trade practice and consequent amendments in its definition
- 1.5 Defects
- 1.6 Rights of the consumer

### **Module 2: Consumer Protection Councils**

- 2.1 Introduction to Consumer Protection Councils
- 2.2 Central Consumer Protection Council
- 2.3 State Consumer Protection Council
- 2.4 District Consumer Protection Council

### **Module 3: Central Consumer Protection Authority**

- 3.1 Machinery established under the Act and enforcement of consumer Rights
- 3.2 Powers of District Collector
- 3.3 Complaints to authorities
- 3.4 Powers and functions of authorities
- 3.5 Search and seizure

### **Module 4: Consumer Disputes Redressal Commission**

- 4.1 Composition, Qualifications, Salaries & allowances, terms and conditions, Transitional provisions of the Commission
- 4.2 Vacancy in office of member of District Commission
- 4.3 Jurisdiction of District Commission
- 4.4 Manner in which complaint shall be made
- 4.5 Procedure on admission of complaint
- 4.6 Finality of the orders
- 4.7 Administrative Control

### **Module 5: Mediation**

- 5.1 Establishment and purpose of Mediation Cell

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5.2 Panel – Nomination, duties, replacements

5.3 Procedure and Settlement via Mediation

5.4 Recording settlement and Passing of order

### **Module 6: Product Liability**

6.1 Product liability action and liability of product manufacturer

6.2 Liability of product service provider

6.3 Product sellers when liable

6.4 Exceptions to product liability action

### **Module 7: Offences And Penalties**

7.1 Penalty for non-compliance of direction of Central Authority

7.2 Punishment for false or misleading advertisement.

7.3 Punishment for manufacturing for sale or storing, selling or distributing or importing products containing adulterant

7.4 Punishment for manufacturing for sale or for storing or selling or distributing or importing spurious goods

7.5 Cognizance of offence by Court

7.6 Vexatious search

### **Module 8: Miscellaneous**

8.1 Measures to prevent unfair trade practices in e-commerce, direct selling, etc.

8.2 Presidents, members, Chief Commissioner, Commissioner and certain officers to be public servants.

8.3 Compounding of offences

8.4 Manner of crediting penalty

8.5 Protection of action taken in good faith

8.6 Power to give directions by Central Government to make rules

8.7 Power of National Commission to make regulations

8.8 Power of State & Central Government to make

8.9 Power to remove difficulties

8.10 Repeal and savings

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### **Course Benefits and features**

Digital Task Force's Professional Certification is beneficial and enlightening as a professional student. The courses are designed in such a manner, which would help you dive into the depth of every concept, thereby making concepts crystal clear. These professional courses are an asset to kick-start your own Forensic practice/service, Investigation, Audits and/or Consultancy. These courses will assist you develop your skill sets and take your expertise to a professional level. Affixing dual recognition certificate to your resume will amplify your command over the subject. Learn from experts and become a professional within short span of time.