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B.Com Honours

Semester I

Calicut University

Consumer Awareness and Protection

Course Code: COM1FM105 (3) • Module 3 Notes

1. Organizational Set-up under the Consumer Protection Act

To implement consumer protection effectively, the Consumer Protection Act, 2019 established a dual organizational structure: **Advisory Bodies** (Consumer Protection Councils to recommend policies and raise public awareness) and **Adjudicatory Bodies** (Consumer Disputes Redressal Commissions to resolve disputes). This module covers the composition, powers, and jurisdictions of these bodies across district, state, and national levels, including the role of the Supreme Court.

Advisory Bodies: Consumer Protection Councils

Established at three levels, these councils are advisory in nature, focused on promoting and protecting consumer rights:

- **Central Consumer Protection Council:** Headed by the Central Minister in charge of Consumer Affairs. Meets at least once a year.
- **State Consumer Protection Council:** Headed by the State Minister in charge of Consumer Affairs. Meets at least twice a year.
- **District Consumer Protection Council:** Headed by the District Collector. Meets at least twice a year.

Adjudicatory Bodies: Three-Tier Consumer Commissions

For dispute resolution, CPA 2019 establishes quasi-judicial bodies operating under strict pecuniary (financial) and territorial jurisdictions. If an investor or consumer is dissatisfied with a commission's decision, they can file an appeal at the next higher tier within 45 days.

Commission Tier	Composition & Leadership	Pecuniary Jurisdiction (CPA 2019)	Territorial Rules
District Consumer Disputes Redressal Commission	President (sitting/retired District Judge) + at least 2 members.	Complaints where value of goods/services does not exceed ₹50 Lakhs .	Filed where opposite party resides, works, or where cause of action arose. Also where complainant resides.
State Consumer Disputes Redressal Commission	President (sitting/retired High Court Judge) + at least 4 members.	Complaints where value of goods/services is between ₹50 Lakhs and ₹2 Crores .	Appeals against District Commission orders. Original jurisdiction within the state boundaries.
National Consumer Disputes Redressal Commission (NCDRC)	President (sitting/retired Supreme Court Judge) + at least 4 members.	Complaints where value of goods/services exceeds ₹2 Crores .	Appeals against State Commission orders. Headquartered in New Delhi; national jurisdiction.

Role of the Supreme Court of India

The Supreme Court of India is the highest appellate authority in consumer disputes. Any person aggrieved by an order passed by the National Commission (under its original jurisdiction) can file an appeal in the Supreme Court within **30 days** of the order date. The Supreme Court's judgments serve as final, binding case laws for all lower commissions, clarifying legal definitions and ensuring consistency across the country.

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