

# Episode 1: Basic Introduction to Consumer Laws

June  
16, 2020

*Main  
Takeaway*

**An aware consumer is a protected consumer. Consumers should be vigilant and demand surveillance. He/ She should be well aware of his/her rights and duties**

## Introduction

Meet Mr. Bejon Misra, Chairman at Cell for Consumer Education and Advocacy Society and Dr. Aneesh V Pillai, Assistant Professor of Law at School of Legal Studies, Cochin University in conversation with Ms. Fathima Rifa and Ms. Apoorvi Shrivastava



**Ocular Learning of Consumer Laws**

**Episode 1 — Introduction to Consumer Laws**

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Chairman at Cell for Consumer Education and Advocacy Society  
Visiting Professor at Institute of Management Studies, BHU

**Dr. Aneesh V Pillai**  
Assistant Professor of Law at School of Legal Studies,  
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In Conversation with

**Ms. Fathima Rifa**  
BBA LLB Batch of 2021,  
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**Ms. Apoorvi Shrivastava**  
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**VIJAYBHOOMI UNIVERSITY**  
India's First Liberal Professional University

**IFIM LAW SCHOOL**

**Tuesday, 16th June 2020**  
**4.00 PM to 5.00 PM IST**

Karjat, Greater Mumbai, India. [www.vijaybhoomi.edu.in](http://www.vijaybhoomi.edu.in)

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## Takeaway **Learnings**

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- From December 1986 till date, the Consumer Protection Act has undergone amendments and the present Act is a wholesome new law which has empowered consumers ensuring their maximum protection.
- Present Consumer Protection Act has been revolutionized taking into account the technological advancements in the present generation and thus highlighting the need for consumer-friendly and effective redressal mechanisms and ensures high degree of safety in the due process.
- Consumer is one who purchases goods or avails services for his personal usage and the main aim of the Act is to regulate and protect consumers through the established forums
- Demand of Valued goods, consumer literacy and neutral judiciary are some of the essential elements to establish and maintain belief of consumers in prevailing justice through the consumer protection laws of the country.
- Due to technological advancement, the principle of ‘Caveat Emptor’ is no longer applicable.
- The duty of empowering consumer is with the State. It has to take complete responsibility and appropriate measures to ensure consumer protection including necessary legal steps to curb malpractices which tends to exploit consumers.
- A key suggestion is to criminalize our Consumer Protection Act to apprehend the guilty service providers thereby ensuring maximum consumer protection.
- An appeal to all legal professionals is to use innovative approach within the legal framework of the country to ensure unethical practices are curbed at root, thus ensuring maximum protection of consumer interests.

### **Speaker**

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